

City of Hawaiian Gardens Five-Year Plan to Address Homelessness

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Planning Context

The City of Hawaiian Gardens has a population of approximately 14,473, according to the 2016 US Census Bureau estimate. The City is located in County Service Planning Area 7, which is a subdivision of Los Angeles County used for managing homeless and mental health services, and the Fourth County Supervisorial District, represented by Supervisor Janice Hahn.

The January 2017 Greater Los Angeles Homeless Count¹ identified 53 unsheltered homeless individuals living in Hawaiian Gardens. This number is more than five times over the official count results from the previous year, with nine individuals identified in 2016. While this point-in-time annual snapshot provides valuable benchmark data for Los Angeles County cities, it does not quantify the true number of homeless individuals who pass through our community on a more regular basis. These numbers do not account for the increase in Hawaiian Gardens homeless population due to neighboring Orange County's February, 2018 displacement of over 700 homeless people from the San Gabriel River bed, which has a direct route to Hawaiian Gardens. Also missed in these annual counts are the so-called "hidden homeless" – those individuals who are staying with friends or family on a very temporary basis, house-sitting, or staying in motels without a permanent residence. Despite the moderate fluctuation and lower population numbers of homeless individuals in comparison to other cities, due to the small geographic footprint and high population density of Hawaiian Gardens, homelessness in Hawaiian Gardens remains highly visible and is a key issue among local stakeholders. Furthermore, Supervisorial District 4 as a whole has experienced a 27% increase in homelessness since 2015, according to the Los Angeles Homeless Services Authority (LAHSA).

As a member of the Gateway Cities Council of Governments (Gateway COG), the City of Hawaiian Gardens has committed to a list of preliminary steps to address regional homelessness, including:

- Collaboration with other neighboring cities in deployment of dedicated outreach teams from SPA 7 Coordinated Entry System lead agencies PATH (People Assisting The Homeless), Jovenes, and The Whole Child. PATH is the lead agency for homeless individuals; Jovenes is the lead agency for homeless youth; and The Whole Child is the lead agency for homeless families.
- Collaboration with the Gateway Cities Council of Governments (Gateway COG) on policy initiatives to identify additional resources for our region;

¹ The Greater Los Angeles Homeless Count is conducted annually across LA in an effort to gather as much information about the region's current homeless population as possible and assist in making informed decisions and designing creative solutions (<https://www.theycountwillyou.org/>).

- Participation in Gateway Cities Council of Governments Homeless Services Task Force meetings to learn about County and regional homelessness programs, services, policy updates, and opportunities; and
- Building relationships with PATH, Jovenes, and The Whole Child, the lead agencies for the Service Planning Area 7 Coordinated Entry Systems (CES), to access services and support for people who are homeless or are at risk of homelessness in Hawaiian Gardens.

In 2015, the Hawaiian Gardens City Council approved the dedication of City staff and resources to address the impact of homelessness on the community and improving delivery of services to those at risk of and experiencing homelessness. One of City staff's first responsibilities was the formation of the Hawaiian Gardens Homeless Coalition (HGHC). To assure the Coalition's representation of all stakeholders, the City worked closely with staff from the hub of Hawaiian Gardens' homeless services, The Way Out Ministries. Since 1984, The Way Out Ministries has provided services to homeless neighbors. The Way Out Ministries' Turner Resource Center (TRC) is the primary drop-in center for people who are homeless in Hawaiian Gardens. TRC provides outreach and case management, housing assistance, substance use recovery, and job referrals. TRC's full-time social worker coordinates efforts with City departments, law enforcement, library staff, and other community-based organizations to help homeless neighbors establish benefits, secure and sustain housing, enroll in substance use recovery programs, access transportation and gas cards, and receive mental health services. TRC works closely with SPA 7 CES leads Jovenes, The Whole Child, and People Assisting the Homeless (PATH). CES lead agencies are co-located at TRC to coordinate case management. TRC offers a weekly meal program, during which people who are experiencing homelessness are engaged in services leading to supportive housing. Mobile showers are provided and additional services include a community closet, food pantry, computers with internet access, document and benefits assistance, mail service, counseling, and referrals. TRC also provides a computer lab, clothing and work supplies, food pantry, and private meeting spaces where clients may meet with specialized service providers. TRC is an active participant in LAHSA's annual Homeless Count.

The Hawaiian Gardens Homeless Coalition is made up of people with lived experience, city representatives, local faith communities, the ABC Unified School District, the Sheriff's Department, social service providers, regional elected official staff, and SPA 7 CES lead agencies. General meetings are held quarterly, and subcommittees hold meetings more often, as needed, to address specific concerns. Meetings are open to the public and are widely advertised. Over the past two years, HGHC has strengthened the City's homeless services by creating a framework to support effective communication and service coordination, providing ongoing trainings for coalition members and the general public, and engaging with neighboring cities and the Gateway COG in regional planning. City staff also work with the Los Angeles County Department of Public Health to obtain training and resources for integration of substance abuse prevention and treatment into City outreach to liquor retailers, with the goal of preventing public inebriation.

In March 2017 the voters of Los Angeles County approved Measure H, which raised the county sales tax to generate \$355 million annually over a 10-year period to provide funding for homeless services across the County. At the same time, the voters of the City of Los Angeles approved a \$1.2 billion bond to fund the production of permanent supportive housing for people who have experienced homelessness.

The County of Los Angeles allocated Measure H funding for cities to create their own plans to address homelessness in their respective communities. In November, 2017, the City of Hawaiian Gardens applied for and was awarded a County grant of Measure H funding to develop a five-year plan to address homelessness locally. Of the 88 cities in Los Angeles County, 46 are engaged in a similar planning process. Toward these efforts, Hawaiian Gardens engaged residents, community organizations, businesses, county agencies and other stakeholders in a discussion about what should be included in the City's homelessness plan. Over an eight-month period from November, 2017 through June 2018, Hawaiian Gardens conducted five stakeholder meetings, attended by approximately 100 people, which gave community stakeholders the opportunity to identify problems and solutions relating to homelessness in Hawaiian Gardens. Among the participants at those meetings were representatives from various City departments including Administration, Code Enforcement, Finance, Planning and Zoning, and Parks and Recreation, members of the faith community, first responders including County Sheriff and Fire Department representatives, ABC Unified School District representatives, staff from regional elected officials offices, local business owners, homeless service providers and community organizations, in addition to interested members of the public. Many participants felt that the City lacked a standard response to homelessness, and creating a process or expectation would be a beneficial step. While the Housing Element of the City's current General Plan mentions resources and the issue of homelessness, it does not set out clear steps or expectations for implementation.

Rationale for City of Hawaiian Gardens Homelessness Plan

The passage of Measure H, which created significant new resources to address homelessness in Los Angeles County, provides an opportunity for the City of Hawaiian Gardens to align its current efforts and resources with those of the County and other organizations, including local agencies such as the Gateway COG and neighboring cities. Furthermore, as homelessness is a regional issue, it is critical that the City of Hawaiian Gardens take a regional approach to addressing its impacts. This will require educating the community on the City's vision for curbing homelessness, clearly defining roles and priorities among governmental and community-based partner agencies, and employing a coordinated strategy for outreach and engagement of the homeless population with the ultimate goal of connecting individuals with the proper resources that will move them from the streets into housing, and prevent relapses into homelessness.

The demographics of the City of Hawaiian Gardens homeless population appear to be consistent with those of other cities in the Gateway. During the community outreach meetings Hawaiian Gardens homeless population was described as diverse with a variety of needs.

- **Chronically homeless individuals** often have a disabling condition, and have been homeless for a year or more, or have had at least four episodes of homelessness in the past three years. These individuals are typically well known to the Sheriff's patrol officers, businesses, and the faith community, and are often the source of calls received by the Sheriff's Department. They typically have co-occurring substance abuse and mental illness, and most have been unable to take advantage of services when they are offered. Several individuals are long-time, well-known local residents; others are more recent arrivals in Hawaiian Gardens.
- **Recently or situationally homeless people** have lost their housing during the past year for reasons such as losing a job, medical bills, marital breakdown, or a property owner's decision to go out of the rental business. Most people in this category are local residents who want to stay in the area for school, job, or community accessibility, and some live in their vehicles. They may be able to benefit from emergency rental assistance or other programs available through PATH, The Whole Child, and Jovenes. These individuals may be known to the school district if their children are enrolled in local schools, and may also be known to faith groups that offer laundry and meals to people who are homeless.
- **Transition age youth (ages 16-24)** have often lost their housing due to family conflicts exacerbated by overcrowding in their homes. Most youth want to stay in the City and have strong ties to the community. They may benefit from family reunification and access to shared housing. These individuals may be known to friends, extended family, school officials, employers, and recreation department and faith groups who offer youth-oriented activities and services.
- **Transients** often find their way to Hawaiian Gardens; some of these people may be willing to return to their home outside of Los Angeles County or out of state if resources are available.
- **People at imminent risk of homelessness**, including families, often use services such as laundry, meals, and food pantries offered by the faith community. Intervention with these people prior to homelessness will help prevent additional people from becoming homeless in the community. People in this category may have a fear of engaging in services for fear of losing their children.

The deputy sheriffs who serve Hawaiian Gardens include officers with specialized training in response to mentally ill and homeless people and provide first response to calls about incidents involving homeless people in the City. Outreach workers from PATH, Jovenes, Turner Community Resource Center, New Hope Community Church, and the Los Angeles County Department of Mental Health's Mobile Triage Team 82 work with patrol officers to engage people who are homeless in Hawaiian Gardens, and provide linkages to local homeless service agencies that have housing, health, and other resources for this population. Sheriff deputies communicate with City staff members in Parks and Recreation, Public Safety, and Code Enforcement departments, and the County library staff members, who regularly deal with homeless individuals as part of their duties. Outreach workers from PATH respond to homeless service calls within 72 hours but often find it difficult to locate individuals, who have often moved on from the reported location.

Solutions can be found that encourage those who are homeless in the City of Hawaiian Gardens to stabilize in supportive housing. At the same time, the City can work with neighboring cities, the Gateway COG, and the ABC Unified School District to prevent City residents from becoming homeless.

The City of Hawaiian Gardens has a robust community-based system in place to address homelessness within its borders. Building upon the strong infrastructure established by the Hawaiian Gardens Homeless Coalition, the current plan development effort has emphasized a more comprehensive, collaborative regional approach in alignment with the County's Homeless Strategies. The City of Hawaiian Gardens Plan to Address Homelessness will:

- Offer effective and compassionate interventions to people who are homeless in Hawaiian Gardens, with the goal of engaging them in services leading to more permanent supportive resources.
- Reconfirm that the City's priority is the safety and wellbeing of its residents, businesses, and visitors.
- Improve outcomes by supporting the expansion of local drop-in centers.
- Establish structures and relationships that will equip Hawaiian Gardens to educate, inform and engage stakeholders on local homelessness issues.
- Explore opportunities for mitigating/reducing the impact of homelessness on City residents, employees, and businesses in key areas over the next five years.
- Create a framework for collaboration with neighboring cities to meet the growing needs for supportive housing and shelters in the SPA 7 region.

The City of Hawaiian Gardens elected to participate in the Measure H planning process because it sees homelessness as a regional problem, and wants to be part of regional solutions. As a City with a relatively small homeless population, local efforts will focus primarily on public safety, community education, prevention of homelessness among City residents, and regional planning.

City of Hawaiian Gardens Homelessness Plan Goals and Supporting Actions

Goal #1: Continue to develop and strengthen City's response to homelessness while ensuring community safety

Supporting actions:

- 1a. Request the Board of Supervisors to increase the availability of a mental health clinician to work with the Sheriff's Department and local outreach teams.
- 1b. Develop protocols and support the implementation of existing protocols for City and Library staff members, and contractors so they can respond safely and effectively to people who are homeless.

1c. Review security at the Library, and work with other cities to obtain additional resources from the County, including increasing presence of social workers within County libraries.

1d. Develop an in-service training program for City staff members to learn protocols and referral sources, and provide the training to all City staff members during new employee orientation, and annually.

1e. Increase coordination and outreach activities between City of Hawaiian Gardens, Sheriff's Department, and homeless service agencies.

1f. Increase the number of Hawaiian Gardens Homeless Coalition training activities to further the effectiveness of faith community groups in supporting individuals they serve in their homeless ministries. This can be accomplished through cross-training events for outreach workers, faith groups and other interested community members. These events will be designed to foster relationships between front-line outreach workers and faith groups interacting directly with the homeless community, so that services can be initiated quickly, personally, and effectively.

1g. Expand regular hours for PATH outreach workers at a specific location, so that individuals can be directed to that location upon request of services.

1h. Support PATH in subcontracting with local drop-in center.

1i. Begin to identify and track City resources that are utilized to address homelessness in Hawaiian Gardens in order to leverage funds that are currently spent for this purpose.

1j. Apply for Measure H funds to supplement City funds for training, outreach and service coordination, and other interventions.

Policy changes:

- Establish protocols and schedule of collaboration between City, Library, Sheriff, and homeless service agencies.
- Identify appropriate staff members or positions.
- Seek Measure H funding for expansion of Hawaiian Gardens Homeless Coalition networking and cross-training events.
- Direct staff to develop a system for identifying City resources dedicated to solving homelessness

Goal Measurement:

- During the 2018-2019 fiscal year, the City will apply for any funding from Measure H that provides resources needed by the City.
- By January 2019 a fixed location and hours for outreach workers will be established.
- By April 2019 the City will be able to create a report tracking City resources expended to address homelessness.
- By May 1, 2019 resources for City staff members, Library staff members, and contractors will be created and disseminated to staff who interact with people experiencing or at risk of homelessness.

- By June 2019 the City will hold its first cross-training with City staff, community groups, faith communities, and outreach workers from community-based organizations. This event will be held annually thereafter in 2020, 2021, and 2022.
- By September, 2019 activities will begin to strengthen collaborative outreach efforts between the City, Sheriff's Department, and homeless service agencies.
- By May 1, 2020, a preliminary evaluation of these activities will be included in the annual report on plan implementation, prepared by the Public Safety Department in coordination with the City Manager.

Goal ownership:

- Public Safety and Finance Departments with assistance from City Manager's Office

Leveraged City Resources:

- City staff
- Up to \$250,000 of City funds designated by City Council for homeless prevention.

Timeline:

- Beginning in Summer 2018 monitor County funding opportunities to secure resources for guide and trainings.
- Begin tracking City resources in Fall 2018.
- Meet with Gateway COG representatives by Fall 2018.
- Establish staff working group on protocols and trainings in Fall 2018.
- By Winter 2018 request the Board of Supervisors to increase the availability of a mental health clinician to collaborate with Sheriffs on the Mental Evaluation Team (MET) .
- By Winter 2018 establish working group for coordinated outreach activities.
- The guide will be updated at least once each year.
- Include evaluation in annual report to Council.

Goal #2: Expand community education efforts around homelessness and raise awareness about available resources and best practices.**Supporting actions:**

- 2a. Through previously established business, resident, partnership, and neighborhood groups, provide opportunities for community members to address safety concerns with homeless service providers and the Sheriff's Department.
- 2b. Integrate substance abuse prevention and control services into outreach efforts to educate and involve businesses, including grocery and liquor stores, to reduce public inebriation.
- 2c. Public safety officers and City staff members will perform door-to-door outreach to businesses to address concerns and provide instruction on how and when to contact the Sheriff's Department.
- 2d. With the assistance of the Gateway COG Homeless Initiative Committee, develop a Hawaiian Gardens-specific multi-lingual resource card to be distributed to businesses and residents, with simple instructions and contact information for various populations, including

when and how to call police, referrals for homeless people seeking services, and where to make donations. Review the resource card annually and update as needed. Distribute the card widely through community groups, schools, business organizations, and faith communities.

2e. Provide online resources and regular articles through available City platforms to assure community access to most up-to-date information regarding homeless services.

2f. Facilitate public donations to homeless services through installations such as a “homeless services donation meter” (or via other methods) where individuals can make donations to service providers as an alternative to giving cash to panhandlers.

Policy changes:

- Work with Los Angeles County Department of Public Health to integrate substance abuse prevention resources into outreach efforts.
- Seek Measure H funding for staffing, production of resource card, donation meter, and community education efforts.

Goal Measurement:

- By Winter, 2019 hold at least one meeting with homeless service providers and Sheriff’s Department representatives.
- By April, 2019 develop a Hawaiian Gardens-specific resource card to be distributed to businesses and residents, with simple instructions and contact information for various populations, including when and how to call police, referrals for homeless people seeking services, and where to make donations. Review the resource card annually and update as needed. Distribute the card widely through community groups, business organizations, and faith communities.
- By April, 2019, staff members will receive training from the Department of Public Health in messaging to engage liquor retailers in the prevention of public inebriation.
- By May, 2019 establish methods for public donations.

Goal Ownership:

- Public Safety Department in coordination with the City Manager.

Leveraged City Resources:

- City staff

Timeline:

- Beginning in Fall 2018.
- Reports annually to Council on homeless initiatives.

Goal #3: Enhance local and regional homeless services.

Supporting actions:

3a. Strengthen the role of the Gateway Cities' Council of Governments Homeless Task Force to build regional services, including expanded mental health assistance, coordinated law enforcement, identification of shelter resources, and solutions to housing affordability.

3b Encourage Gateway COG to facilitate regional cross-trainings with service providers, so that first responders and City staff can develop individual relationships with service providers in order to facilitate effective referrals.

3c. Establish a working group with adjacent cities to collaborate on immediate actions, including the possibility of reserving a bed in an existing shelter for use by individuals who have been engaged by Sheriffs, outreach workers and the police departments of partnering cities.

3d. With neighboring cities, seek Measure H funding for cost of dedicated shelter bed.

3e. Assist local organizations to build capacity that will allow them to receive and use LAHSA, Measure H, and other public funds to provide shelter and supportive services to people who are homeless in Hawaiian Gardens.

3f. Support local organizations in obtaining funding for services.

3g. Determine how to allocate City funding for homeless services.

3h. Apply for Measure H funds to supplement City funds for crisis housing and other interventions.

Policy changes:

- With adjacent cities, secure funding for cost of dedicated shelter bed and options for supportive housing.
- Establish protocols.

Goal measurement:

- Apply for dedicated shelter beds funding as funding becomes available.
- By Fall 2018, determine actions required to build local organizations capacity that will allow them to receive and use LAHSA, Measure H, and other public funds to provide shelter and supportive services to people who are homeless in Hawaiian Gardens.
- By December, 2018 establish working group composed of representatives from adjacent cities.
- By Winter 2018 secure technical assistance providers to help build the capacity of local organizations to secure funds from government and private sources.
- By April 2019, allocate City funding for homeless services to local providers.
- When available, apply for Measure H funds to supplement City funds for homeless services

Goal Ownership:

- Public Safety Department in coordination with the City Manager.

Leveraged City Resources:

- Staff time
- Allocated funds for homeless services

Timeline:

- Ongoing beginning in Fall, 2018.
 - Report to Council annually.
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Goal #4: To prevent homelessness among Hawaiian Gardens residents.

Supporting actions:

- 4a. With Gateway COG and homeless service providers, gather contact information for healthcare providers, faith organizations and school representatives who come in contact with individuals and families at risk of or experiencing homelessness.
- 4b. Distribute resource card to healthcare providers, faith organizations and school representatives.

Policy changes:

- None

Goal Measurement:

- Gather contact information for healthcare providers, faith organizations and school representatives by January 2019.
- By April, 2019 distribute resource card to healthcare providers, faith organizations and school representatives.
- Distribute updated resource card annually.

Goal Ownership:

- Public Safety Department in coordination with the City Manager.

Leveraged City Resources:

- Staff time

Timeline:

- Beginning in Summer, 2018 monitor County funding opportunities to secure resources for resource card distribution.
 - Annual progress report submitted to City Council each July.
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Goal #5: Support appropriate local and regional opportunities toward increasing access to crisis and supportive housing and shelters for at-risk populations in the SPA 7 region.

Supporting actions:

- 5a. In collaboration with efforts of the Gateway COG and homeless service agencies, the City's Housing Authority will support landlord outreach/education regarding opportunities for

housing individuals at-risk of or currently experiencing homelessness via landlord incentive programs.

5b. Apply for any available rental assistance vouchers, to be administered by the Housing Authority.

5c. Explore reaching out to owners of underutilized motels to engage them in the motel voucher program.

5d. Work with host cities to improve the conditions of motels in order to assure the safety and health of motel occupants.

5e. Review the conformance of current City policies to State housing mandates relating to housing production, and accessory dwelling units, and adopt any changes that are required by state law.

5f. Consider proposals from qualified supportive housing providers to build small scale housing that conform to local zoning codes and will serve homeless neighbors in the region.

Policy changes:

- Per advice of City Attorney, conform City housing policies to state law.

Goal Measurement:

- Within state mandated timelines, conform to state mandates.
- Hold regional education event for Gateway city landlords by April, 2019.
- Hold meeting with motel owners in Fall 2018.
- Hold education event for Hawaiian Gardens and neighboring city landlords by April, 2019 (landlord event will occur annually).

Goal Ownership:

- Community Development Department and Housing Authority in coordination with City Manager's Office

Leveraged City Resources:

- Staff time

Timeline:

- Beginning in Fall 2018.
- Include update in annual report to Council

Glossary of Terms

ACT Teams (Assertive Community Team) – A client-centered, recovery-oriented mental health service delivery model that has received substantial empirical support for facilitating community living, psychosocial rehabilitation, and recovery for persons who have the most serious mental illnesses, have severe symptoms and impairments, and have not benefited from traditional out-patient programs.

Acuity Scale – A scale used by case managers to assess numbers, and severity of issues, for their clients. Alternatively, the scale can be used by management for balancing the time commitment and caseload of an organization overall.

At-Risk of Homelessness – People who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

Affordable Housing – Housing for which the occupant(s) is/are paying no more than 30 percent of his or her income for gross housing costs, including utilities.

Bridge Housing – A housing intervention that provides an interim residence to participants while they work with housing navigators to become document ready and matched with appropriate permanent housing.

Community Development Corporation (CDC)– A developer who is building affordable housing.

Community Development Block Grants (CDBG) – An annual appropriation allocated between states and local jurisdictions that are distributed to ensure decent affordable housing, provide services to the most vulnerable members of a community, and to create jobs through the expansion and retention of businesses.

Case Management – A collaborative and client centered approach to service provision for persons experiencing homelessness. In this approach, a case worker assesses the needs of the client (and potentially their families) and when appropriate, arranges coordinates and advocates for delivery and access to a range of programs and services to address the individual's needs.

Chronically Homeless – An individual or family that is homeless and resides in a place not meant for human habitation, a safe haven, or in an emergency shelter, and has been homeless and residing in such a place for at least one year or on at least four separate occasions in the last three years. The head of household must have a diagnosable substance use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, brain injury, or chronic physical illness or disability.

Co-location – Refers to the practice of housing services in a single location to improve service access and communication/collaboration between service providers.

Coordinated Entry System (CES) – A process through which the most vulnerable homeless residents of Los Angeles County are matched with the available and appropriate housing resources.

Continuum of Care (CoC) – Term that serves dual purposes in the arena of homeless service delivery. As a service delivery system, a Continuum of Care is an integrated system of care that guides and tracks homeless individuals and families through a comprehensive array of housing & services designed to prevent and end homelessness. As a jurisdictional body, a Continuum of Care is a regional or local planning body that coordinates housing and services funding for homeless families and individuals. The Los Angeles Homeless Services Authority (LAHSA) serves as the CoC for the City and most of the County of Los Angeles. Through its Continuum of Care program the Department of Housing and Urban Development allocates homeless assistance grants to CoCs.

Councils of governments (COGs) – Regional governing and/or coordinating bodies that work together on issues of mutual interest to their constituents.

Diversion/Prevention – Service programs that divert persons who are at imminent risk of losing their housing from entering the homeless system.

Emergency Shelters (Non-Disaster Related) – Temporary shelter and services designed to facilitate homeless individuals and families' transition from the streets to appropriate housing.

Everyone In– United Way's campaign focused on ending homelessness across Los Angeles County by providing critical services to those who need it most and helping transition people experiencing long-term homelessness with short-term and permanent housing solutions.

Greater Los Angeles Homeless Count - The Greater Los Angeles Homeless Count gives a snapshot (or a Point-In-Time Count) of homelessness in Los Angeles. It shows us the amount of people experiencing homelessness, the demographics, the distribution across the County, and where they are staying.

Harm Reduction – Similar to Housing First, the Harm Reduction philosophy prioritizes housing stability among persons who have experienced homelessness and who may be facing disabilities.

Home For Good– United Way's Action Plan to end chronic and veteran homelessness in L.A. County by 2016. The plan was launched in December 2010 by the Business Leader's Task Force on Homelessness, a partnership of United Way of Greater Los Angeles and the Los Angeles Area Chamber of Commerce.

Homeless – (a) People who are living in a place not meant for human habitation, in emergency or transitional housing, or are exiting an institution where they temporarily resided. (b) People who are losing their primary nighttime residence, which may include a hotel or a doubled-up situation, within 14 days and lack resources or support to remain in housing. (c) Families with children, or unaccompanied youth, who are unstably housed and likely to continue in that state, defined as no lease or ownership interest in a housing unit in the last 50 days, have had two or more moves in the last 60 days, and who are likely to continue to be unstably housed. (d) People who are fleeing domestic violence, have no other residence, and lack resources to obtain permanent housing.

Homeless Outreach Mobile Engagement (HOME) –DMH’s HOME provides countywide field-based outreach and engagement services to homeless persons and the mentally ill who live in encampments or other locations where outreach is not provided in a concentrated manner.

Homeless Management Information System (HMIS) – Is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.

Housing First – An approach that offers permanent housing as quickly as possible for people experiencing homelessness, particularly for people with long histories of homelessness and co-occurring health challenges, while providing the supportive services people need to keep their housing and avoid returning to homelessness. Income, sobriety and/or participation in treatment or other services are voluntary and are not required as a condition for housing.

Housing Opportunities for Persons with AIDS (HOPWA) – provides housing assistance and related supportive services.

Housing and Urban Development (HUD) – The United States Department of Housing and Urban Development.

Integrated Case Management Teams (ICM) – “refers to a team approach taken to co-ordinate various services for a specific child and/or families through a cohesive and sensible plan. The team should include all service providers who have a role in implementing the plan, and whenever possible, the child or youth's family”

Joint Powers Authority (JPA) – An entity that is established when two or more public agencies by agreement jointly exercise any power common to the contracting agencies.

Los Angeles Homeless Services Authority (LAHSA) Commission – The governing body for LAHSA. It is politically appointed, ten-member board with five members selected by the County Board of Supervisors and five members chosen by the Mayor and City Council of Los Angeles.

The Commission has the authority to make budgetary, funding, planning, and program policies. For more information visit <https://www.lahsa.org/>

Measure H – The approval of Measure H by L.A County voters will authorize the County to impose a one-quarter percent (0.25%) tax that will generate \$355 million annually for services and programs to prevent and combat homelessness. The tax applies to all the cities within the County of Los Angeles and will be in effect for 10 years.

Measure HHH – Assures \$1.2 billion over 10 years for construction projects to provide "safe, clean, affordable housing for the homeless and for those in danger of becoming homeless."

Mental Health First Aid –An 8-hour course that teaches how to help someone who is developing a mental health problem or experiencing a mental health crisis.

MET Mental Health Evaluation Team – Often composed of mental health clinicians, outreach workers, and law enforcement representatives they offer mental health assessment, treatment and care to people experiencing homelessness.

Motivational Interviewing – An evidence based practice in working with clients that has proven to be successful. In this approach, the service provider allows the client to direct the change rather than telling the client what they need to do. This approach is about having a conversation about change.

No Wrong Door – A philosophy that helps structure a response to homelessness. Any government agency regularly interacting with the general public is a means of connecting homeless individuals with homeless service providers capable of providing basic care, shelter, and housing. Any interaction between homeless individuals and City employees is an opportunity for meaningful engagement that ultimately results in a homeless person connecting with a care provider or case manager.

Permanent Supportive Housing (PSH) – A housing intervention with indefinite rental assistance and supportive services to assist homeless persons with a disability achieve housing stability.

Point-in-Time (PIT) Count – A count of sheltered and unsheltered homeless persons on a single night in January. HUD requires that Continuums of Care conduct an annual count of homeless persons who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night. Continuums of Care also must conduct a count of unsheltered homeless persons every other year (odd numbered years). Each count is planned, coordinated, and carried out locally.

Rapid Re-Housing (RRH) – A housing intervention that connects homeless individuals and families (from emergency shelters or the streets) to permanent housing through the provision of time-limited financial assistance and targeted supportive services.

Recovery – A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

Safe Parking Program – A program that provides a safe parking environment and supportive services for transitional homeless individuals living in their vehicles for overnight stays. Onsite service providers work with participants to help develop a plan with a final emphasis on permanent housing, employment and training.

Service Planning Area (SPA) – A specific geographic region within Los Angeles County. These distinct regions allow the Los Angeles County Department of Public Health to develop and provide more relevant public health and clinical services targeted to the specific health needs of the residents in these different areas.

Sheltered Homeless – A homeless person that resides in an emergency shelter, including temporary emergency shelters only open during severe weather; or in transitional housing for homeless individuals who originally came from the streets or emergency shelters.

Supportive Services– The supportive services provided in supportive housing are what distinguish supportive housing from other types of affordable housing. To the extent possible, the supportive services available in a supportive housing project should be customized with the needs of the tenants in mind. Supportive housing support services are intended to help ensure housing stability and to maximize each tenant's ability to live independently.

Transitional Age Youth (TAY) – Young people between the ages of sixteen and twenty-four who are in transition from state custody or foster care and are at-risk of homelessness. Once they turn 18 they can no longer receive assistance from the systems of care that previously provided for many of their needs.

Transitional Housing (TH) – A housing intervention that provides homeless individuals and families with the interim stability and support to successfully move into and maintain permanent housing.

Unsheltered Homeless – A homeless person that resides in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the street.

The Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) – A pre-screening tool for communities that can be conducted to quickly determine whether a client has high, moderate, or low acuity.

Approved County Strategies to Combat Homelessness

E. Create a Coordinated System

E1 – Advocate with Relevant Federal and State Agencies to Streamline Applicable Administrative Processes for SSI and Veterans Benefits	E5 – Decriminalization Policy	E13 – Coordination of Funding for Supportive Housing
	E6 – Countywide Outreach System (H)	
E2 – Drug Medi-Cal Organized Delivery System for Substance Use Disorder Treatment Services	E7 – Strengthen the Coordinated Entry System (H)	E14 – Enhanced Services for Transition Age Youth (H)
	E8 – Enhance the Emergency Shelter System (H)	E15 – Homeless Voter Registration and Access to Vital Records
E3 – Creating Partnerships for Effective Access and Utilization of ACA Services by Persons Experiencing Homelessness	E9 – Discharge Data Tracking System	
	E4 – First Responders Training	E10 – Regional Coordination of Los Angeles County Housing Authorities
E11 – County Specialist Support Team		
	E12 – Enhanced Data Sharing and Tracking	

A. Prevent Homelessness

- A1 – Homeless Prevention Program for Families **(H)**
- A2 – Discharge Planning Guidelines
- A3 – Housing Authority Family Reunification Program
- A4 – Discharges From Foster Care and Juvenile Probation
- *A5 – Homeless Prevention Program for Individuals **(H)***

C. Increase Income

- C1 – Enhance the CalWORKs Subsidized Employment Program for Homeless Families
- C2 – Increase Employment for Homeless Adults by Supporting Social Enterprise **(H)**
- C3 – Expand Targeted Recruitment and Hiring Process to Homeless/Recently Homeless People to Increase Access to County Jobs
- C4 – Establish a Countywide SSI Advocacy Program for People Experiencing Homelessness or At Risk of Homelessness **(H)**
- C5 – Establish a Countywide Veterans Benefits Advocacy Program for Veterans Experiencing Homelessness or At Risk of Homelessness **(H)**
- C6 – Targeted SSI Advocacy for Inmates **(H)**
- *C7 – Subsidized Employment for Homeless Adults **(H)***

B. Subsidize Housing

- B1 – Provide Subsidized Housing to Homeless Disabled Individuals Pursuing SSI **(H)**
- B2 – Expand Interim Assistance Reimbursement to additional County Departments and LAHSA
- B3 – Partner with Cities to Expand Rapid Re-Housing **(H)**
- B4 – Facilitate Utilization of Federal Housing Subsidies **(H)**
- B5 – Expand General Relief Housing Subsidies
- B6 – Family Reunification Housing Subsidy **(H)**
- B7 – Interim/Bridge Housing for those Exiting Institutions **(H)**
- B8 – Housing Choice Vouchers for Permanent Supportive Housing

D. Provide Case Management and Services

- D1 – Model Employment Retention Support Program
- D2 – Expand Jail In Reach **(H)**
- D3 – Supportive Services Standards for Subsidized Housing
- D4 – Regional Integrated Re-entry Networks – Homeless Focus **(H)**
- D5 – Support for Homeless Case Managers
- D6 – Criminal Record Clearing Project **(H)**
- *D7 – Provide Services and Rental Subsidies for Permanent Supportive Housing **(H)***

F. Increase Affordable/Homeless Housing

F1 – Promote Regional SB 2 Compliance and Implementation	F4 – Development of Second Dwelling Units Pilot Program	<i>*F7 – Preserve current affordable housing and promote the development of affordable housing for homeless families and individuals (H)</i>
F2 – Linkage Fee Nexus Study	F5 – Incentive Zoning / Value Capture Strategies	
F3 – Support Inclusionary Zoning for Affordable Housing Rental Units	F6 – Using Public Land for Homeless Housing	

(H) - Strategies eligible to receive Measure H funding.

* - Strategies in italics were added in the Measure H ordinance approved by the Board of Supervisors on December 6, 2016. All others were approved on February 9, 2016.