

Los Angeles County Homeless Outreach Portal (LA-HOP)

Los Angeles County
la❤️**hop.org**
homeless outreach portal



LOS ANGELES
HOMELESS
SERVICES
AUTHORITY



Supported by funding from
L.A. COUNTY MEASURE H
REAL HELP. LASTING CHANGE.

Outreach 101

- Where?
 - Streets, riverbeds, railroad tracks, underpasses, encampments, parks, remote areas, urban areas, 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 work with law enforcement (e.g., HOPE teams)
 - Mental Health-focused
 - SB-82, MITs
 - Multi-disciplinary teams
 - Health, mental health, substance abuse, case management, peer

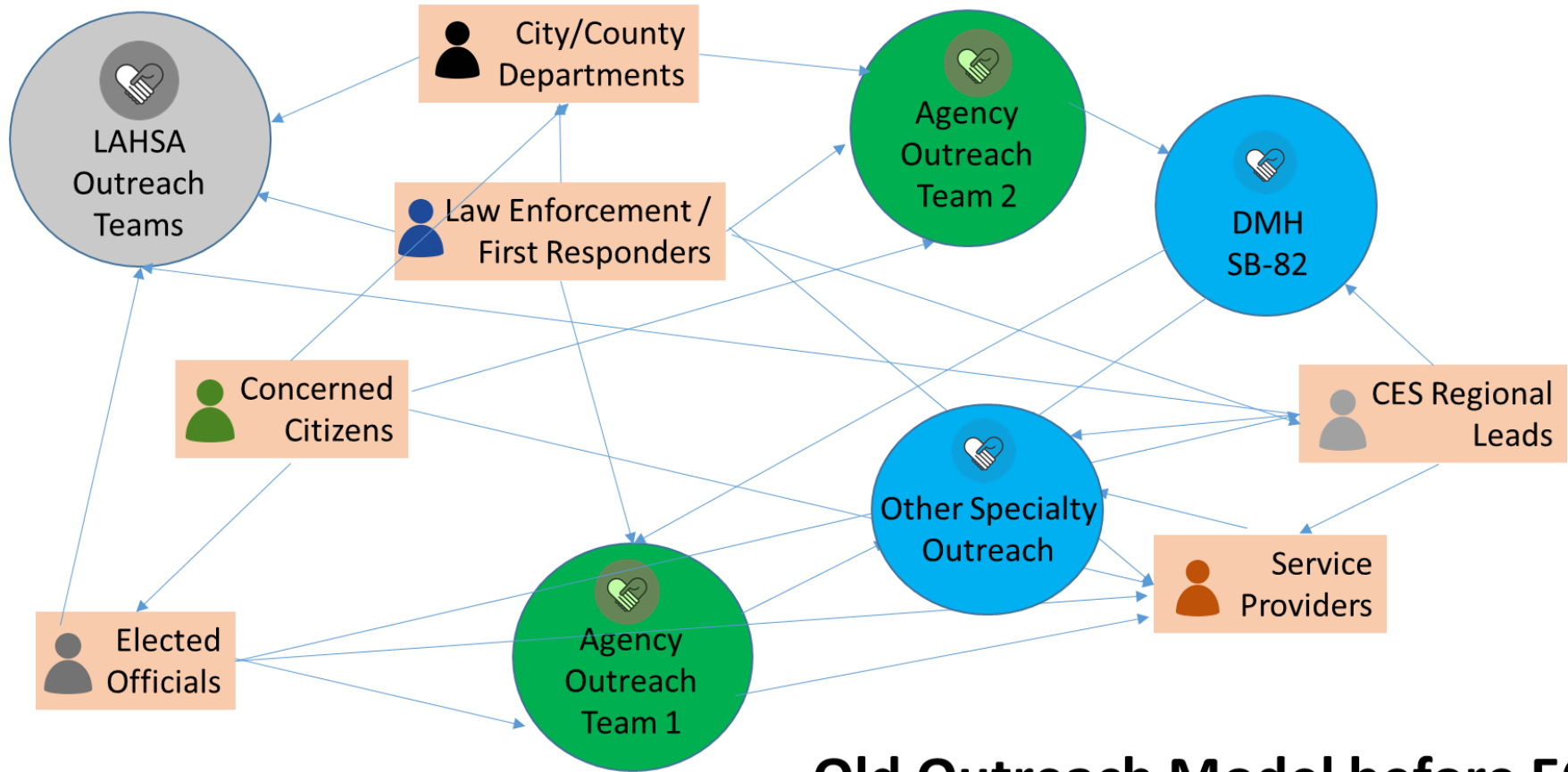
What outreach teams can't do

- 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 they are not equipped for medical emergencies
- Respond immediately
- Provide immediate 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

Types of Outreach Modalities

- **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 services and interim and permanent housing
 - **Con:** May serve less people
- **Reactive Outreach:** Responds to a request for outreach services
 - **Pro:** Can reach individuals who might not come to anyone's attention otherwise
 - **Con:** Minimizes the amount of time that can be spent on proactive outreach which builds trust over time. This results in less linkages to services, interim, permanent housing.

Before...



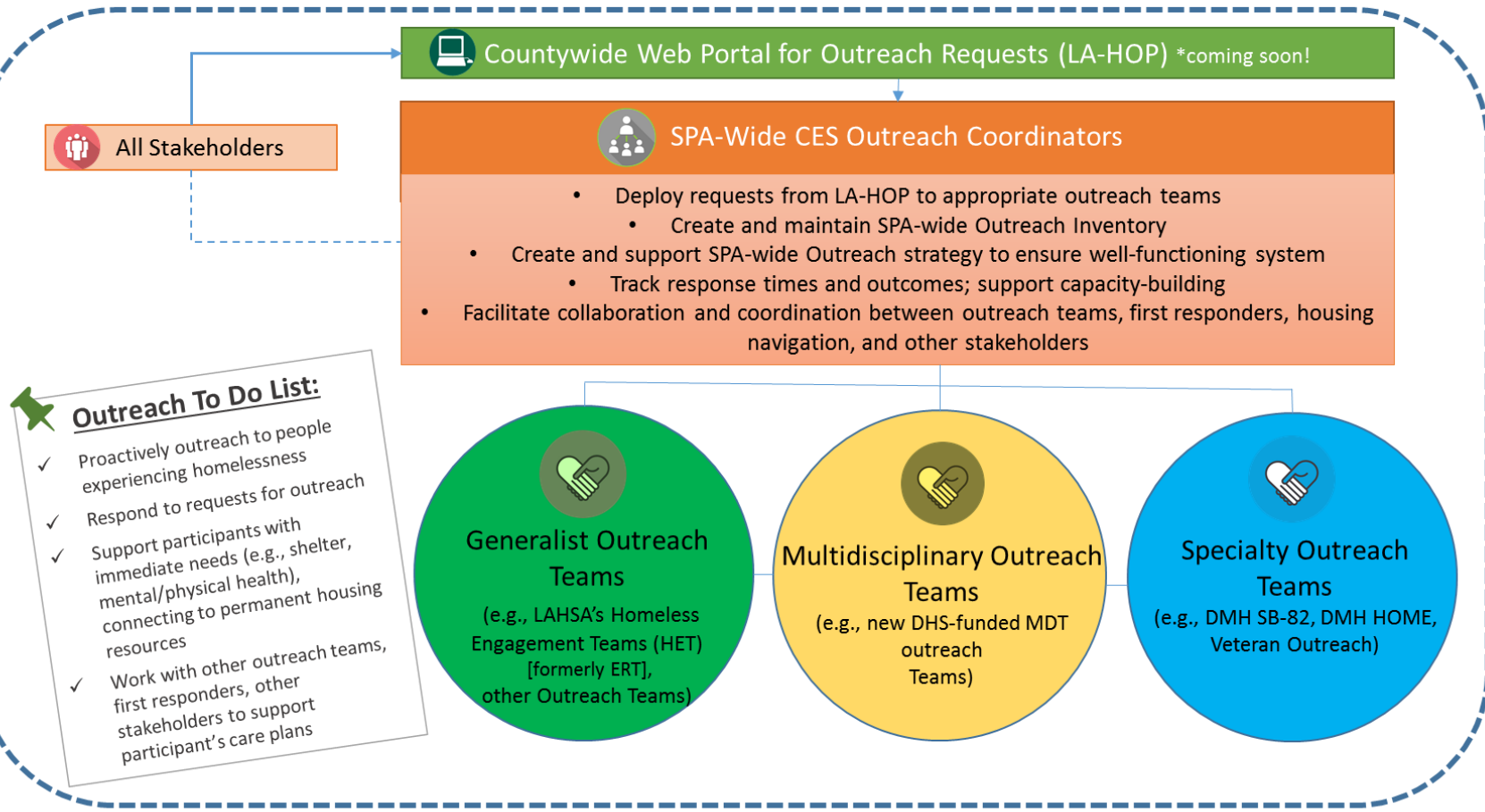
Old Outreach Model before E6

The New Model

New Coordinated Outreach Model under E6 Strategy

System supported by the Health Agency and LAHSA E6-Leadership Team

Connections to Supportive Services, Housing Resources via CES



- Outreach To Do List:**
- ✓ Proactively outreach to people experiencing homelessness
 - ✓ Respond to requests for outreach
 - ✓ Support participants with immediate needs (e.g., shelter, mental/physical health), connecting to permanent housing resources
 - ✓ Work with other outreach teams, first responders, other stakeholders to support participant's care plans

System supported by the Health Agency and LAHSA-E6 Leadership Team

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 cant do
 3. Support the unique needs of outreach teams to respond to these requests

How does it work?





Los Angeles County
la♥hop.org
homeless outreach portal

Make a request


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LOS ANGELES HOMELESS SERVICES AUTHORITY


LOS ANGELES COUNTY DEPARTMENT OF Mental Health
hope. recovery. wellbeing.



Health Services
LOS ANGELES COUNTY



[Learn More](#)

[Make a Request](#)

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.



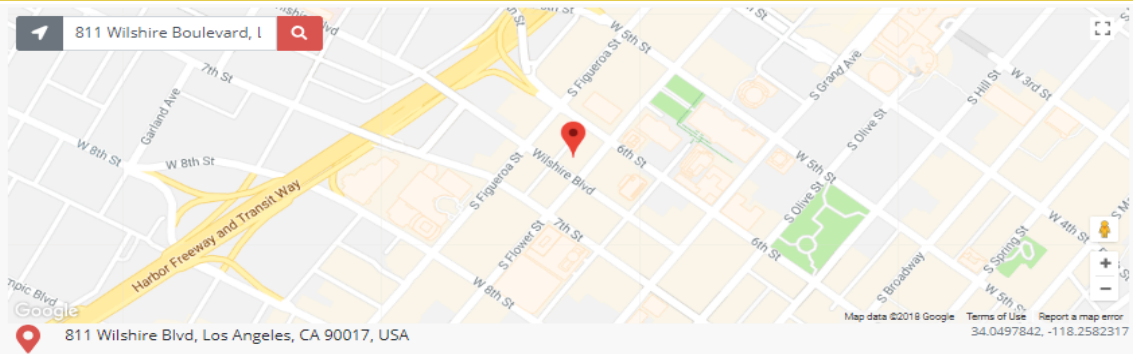
For services like bulky item pickup, illegal dumping or graffiti removal, please contact your municipality for more information.



LA-HOP does not replace homeless encampment reporting protocols. Please contact your municipality for more information.

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 [Select Language](#) | ▼



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	<input type="text" value="Alley, behind a shopping center, etc."/>
Date last seen *	<input type="text" value="07/18/2018 01:15 PM"/>
Number of people *	<input type="text" value="1"/>
Name of person/people requiring outreach	<input type="text" value="John Doe"/>
Physical description of person/people *	<input type="text" value="Green jacket, red hat, etc."/>
Description of person/people's needs *	<input type="text" value="Please provide as much detail as possible"/>



WHATEVER IT TAKES

