

MOTION HOMELESSNESS AND POVERTY

Each year the City establishes a Winter Shelter Program (WSP) to ensure that homeless individuals have a place to go during harsh winter weather conditions. The WSP is operated by the Los Angeles Homeless Services Authority (LAHSA) and will serve homeless individuals from December 1, 2017 through February 28, 2018.

The Council recently approved seven WSP sites on November 9, 2017 (C.F. 12-1690-S13). The approval of site the at 11067 Norris Avenue, to be operated by Hope of the Valley Rescue Mission, in Council District 7, was delayed to allow site operation amendments based on community input. LAHSA, Hope of the Valley, and the Council Office have agreed on the terms of the "Good Neighbor" Policy for the site.

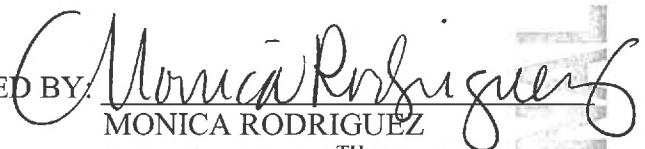
**I THEREFORE MOVE** that the Council reinstate the site for the Winter Shelter Program located at 11067 Norris Avenue, subject to the execution of the contract amendments per the attached "Good Neighbor" Policy.

**I FURTHER MOVE** that the Housing and Community Investment Department (HCID) be directed to amend the contract with LAHSA to include the provisions in the attached "Good Neighbor" Policy.

**I FURTHER MOVE** that the General Manager of HCID, or his designee, be authorized to prepare any Controller instructions and to make any necessary technical adjustments consistent with the Mayor and Council action in this matter, subject to the approval of the Chief Legislative Analyst, and request the Controller to implement the instructions.

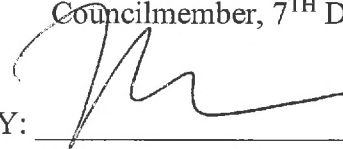
**I FURTHER MOVE** that the Housing and Community Investment Department (HCID) and LAHSA report on the "Good Neighbor" Policy to the Homelessness and Poverty Committee.

PRESENTED BY:



MONICA RODRIGUEZ  
Councilmember, 7<sup>TH</sup> District

SECONDED BY:



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The following elements comprise the “Good Neighbor” Addendum, which are to be included as part of the terms and conditions in the contract between LAHSA and Hope of the Valley for the proposed 2017/2018 Winter Shelter in Pacoima. This updated list memorializes the operational modifications discussed on November 2, 2017 and presented to the community on November 13, 2017.

#### **Operational Modifications:**

- No walk ups accepted; pickup/dropoff service only
  - Intake will take place to the rear of the property; no lining up on the street
  - Dropoff/pickup timing should be discussed with local school administrators to establish a schedule that avoids conflicts with school hours and interaction with student population
  - Move intake cut off time to 9PM
- Maintain security guard(s) 24 hours a day, seven days a week
  - Private security may be hired during shelter hours, with trained Hope of the Valley Staff serving as security during the non-shelter hours
- Install security screening along the rod iron fencing
- Prohibit in/out of clients from facility once intake is completed
- No Trespassing signage is to be installed on the property

#### **Community Grievance Mechanism**

- Establish a protocol for receiving and logging complaints regarding the shelter and/or operations from the surrounding community
  - Establish and maintain a 24 hour non-emergency number for concerns and grievances
  - Make an email method of logging concerns available
- Check-in with Council Office weekly to report shelter successes and issues logged, as well as collect any community feedback submitted to the Council Office to inform corrective measures
- Provide required follow up to address reported issues

#### **Proactive Outreach and Community Engagement**

- Direct local caseworkers to engage in outreach with homeless individuals in the neighborhood
- Invite neighborhood representatives to speak to shelter guests
- Organize community feedback/check-in meetings
  - Thursday, December 14 at 6:30PM
  - Thursday, January 18<sup>th</sup> at 6:30pm
  - Thursday, February 15<sup>th</sup> at 6:30pm

#### **Monitoring and Assessment**

- Expand scope of LAHSA’s monitoring requirements to review elements beyond HUD requirements; these should include “good neighbor” practices outlined in the scope of services that include, but are not limited to
  - Ensuring that public safety staff and council office be advised on the proposed pickup/dropoff sites
  - Utilizing new community grievance mechanism for logging and mitigating community impacts related to pickup/dropoff sites within the community. Impacts can include, but are not limited to:
    - Trash
    - Loitering

- Conduct on-site shelter inspections at least twice monthly; inform Council staff ahead of inspection and collect grievance reports from Council Office
  - Expand contractual provisions around facility cleanliness and safety to also include the areas surrounding the shelter, outside of the actual shelter property
- Ensure that the new “Good Neighbor” Addendum terms and conditions are subject to same consequences outlined in the Amendments, Defaults, Suspensions, Termination, and Changes section of the agreement