



Date: December 11, 2019

To: Members of the Los Angeles City Council

From: Emily Andrade, Director, Procurement and Performance Management

cc: Meg Barclay, Homelessness Coordinator, Office of the City Administrative Officer

Subject: REPORT BACK ON CF 15-1138-S38: IMPLEMENTATION OF SAFE PARKING PROGRAMS

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The following memorandum provides a report from the Los Angeles Homeless Services Authority (LAHSA), in response to motion (CF 15-1138-S38), which was approved by the Los Angeles City Council on October 22, 2019. The report provides the following information as it relates to Safe Parking programs that are administered by LAHSA:

1. An overview of the need for, goals of, and evolution of Safe Parking programs
2. Metrics for existing Safe Parking programs (e.g. number of clients served, exits to interim housing, and exits to permanent housing)
3. Descriptions of actions that LAHSA has taken to increase the support available for Safe Parking providers

If you have any questions, please contact Emily Andrade at eandrade@lahsa.org or at (213) 225-6564.

Enclosed report

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Los Angeles Homeless Services Authority

Report to the Los Angeles City Council
Implementation of Safe Parking in Los Angeles

December 11, 2019

OVERVIEW AND METRICS ON SAFE PARKING PROGRAMS

Background:

According to the 2019 Homeless Count, there are 16,525 people living in their vehicles on any given night in Los Angeles County, accounting for 37% of all unsheltered persons. Within the City of Los Angeles, there are 9,573 people living in vehicles on any given night, accounting for 35% of all unsheltered persons in the City of Los Angeles. While the region increases the stock of affordable, supportive, and interim housing to accommodate these individuals, Safe Parking programs provide a safe and stable parking environment for individuals and households who live in their vehicles. The Safe Parking Program also provides supportive services to participants experiencing vehicular homelessness, with a focus on those who cannot navigate the homeless system without assistance. All services are provided with the goal of helping participants move forward on the path to securing permanent housing.

Administration and Procurement:

LAHSA has administered several Safe Parking programs since June 2017. Historically, Safe Parking programs have been established through a sole source procurement process. In an effort to standardize services available to Safe Parking participants and improve program outcomes, LAHSA released its first Safe Parking Request for Proposals (RFP) in April 2019. The awarding of this RFP has expanded LAHSA's portfolio of Safe Parking programs in the City of Los Angeles by 36% (from 11 to 15 programs throughout the city) and the overall portfolio of available Safe Parking spaces by 69% (from 185 to 312 parking spaces throughout the City of Los Angeles).

Inventory of Programs:

With respect to the current status of Safe Parking implementation, as of November 25, 2019, there are 12 LAHSA-administered Safe Parking programs within the City of Los Angeles. As outlined in Table 1 below, 10 of the 15 Council Districts have at least one Safe Parking program in operation. In total, there are 260 parking spaces available for use across these 12 Safe Parking programs. An additional 52 spaces at three (3) programs have been funded and are in the process of ramping up.

Table 1: LAHSA-Administered Safe Parking Programs in Operation in the City of Los Angeles (as of 12/3/19)

| Council District | # of Safe Parking Programs in Operation (as of 11/25/19) | # of Available Parking Spaces (as of 11/25/19) |
|------------------|--|--|
| 1 | 2 | 40 |
| 2 | 1 | 25 |
| 3 | 1 | 20 |
| 5 | 1 | 10 |
| 7 | 1 | 20 |
| 9 | 1 | 35 |
| 10 | 1 | 15 |
| 11 | 2 | 20 |
| 13 | 1 | 25 |
| 15 | 1 | 50 |
| Total | 12 | 260 |

DATA ON SAFE PARKING PROGRAMS

Data on safe parking programs is collected through the Los Angeles Homeless Services Authority’s Homeless Management Information System (HMIS). Lot occupancy rates are not available in the HMIS, and were obtained directly from lot operators.

Exit Data

Data reporting exits to permanent housing as well as exits to interim housing are summed out of the total exits from the program. For example, exits to interim housing at two of eight (2/8) indicates that two households exited into interim housing out of a total of eight households that exited the Safe Parking program, while the remaining households remained enrolled in the program. Unduplicated exits are reported in the bottom row, as some households may exit the program, either to interim housing or to an unsheltered destination, and then may re-enroll in a subsequent month. Data reported below are total households for both the number of clients served column as well as the exits columns.

Data Definitions

LAHSA employs the U.S. Department of Housing and Urban Development’s (HUD) definition of permanent housing (PH), which defines PH as community-based housing without a designated length of stay in which formerly homeless individuals and families live as independently as possible. Under PH, a program participant must be the tenant on a lease. For interim housing, the following housing types are included: 1) Emergency shelter, including hotels and motels (regardless of whether or not they were paid for with a voucher); 2) RHY-funded Host Home shelter; 3) Transitional housing for people experiencing homelessness; 4) Save Haven; and 5) Temporarily staying or living with family/friends.

Table 2 below includes the requested data on the number of people being served and the number of people successfully housed for all LAHSA-administered Safe Parking programs within the City of Los Angeles that were in operation during Q1 of FY 19-20 (e.g. between 7/1/19-9/30/19).

Table 2: Metrics for the Entire Portfolio of LAHSA-Administered Safe Parking Programs

| Month & Year | # of Clients Served | Exits to Interim Housing | Exits to Permanent Housing |
|---|---------------------|--------------------------|----------------------------|
| July 2019 | 207 | 57% (46/81) | 0% (0/81) |
| August 2019 | 234 | 32% (42/131) | 2% (3/131) |
| September 2019 | 151 | 30% (13/43) | 5% (2/43) |
| Year-to-Date Unduplicated Total (7/1/19-9/30/19) | 247 | 48% (71/149) | 3% (5/149) |

ACTIONS TAKEN BY LAHSA TO INCREASE EFFICACY OF SAFE PARKING PROGRAMS

Requirements for Case Management:

Prior to the release of the Safe Parking RFP in April 2019, most LAHSA-administered Safe Parking programs were based on a leverage model, in which the contracted operator was only responsible for operating the lot and entering data into HMIS. These operating agencies were to collaborate with other local Coordinated Entry System (CES) participating service providers to provide case management to Safe Parking participants, or in cases where the Safe Parking provider was also a CES-participating agency, leverage their own internal resources.

However, conversations with Safe Parking providers indicate that the leverage model has created significant challenges; the homeless services system in Los Angeles County is operating at full capacity, leaving little available staff time at partner service provider agencies to commit to case management of Safe Parking clients without additional funding. Furthermore, the unique hours of Safe Parking programs present another challenge, as Family Solution Centers and Access Centers, which could offer their resources and connections to CES, are closed by the time Safe Parking operations begin each night.

Recognizing both the challenges associated with leveraging and the need for standardization of Safe Parking programs, LAHSA released its first Safe Parking RFP in April 2019. The RFP specified that Safe Parking providers are responsible for providing case management to participants in addition to operating the lots and managing HMIS data entry. As outlined in Table 3 below, LAHSA funded two different program models with different case management requirements. Moving forward, LAHSA will require Safe Parking service providers to provide case management

to participants, so that participants receive support in advancing towards securing permanent housing.

For Safe Parking programs funded prior to the RFP through earlier sole source processes directed by City Council, LAHSA recognizes that challenges with the leveraging model arise especially for those agencies that do not otherwise provide CES-connected programs. In cases where the Safe Parking provider is not an otherwise CES-connected provider and has a leverage model in their existing contract, LAHSA is supporting these agencies by facilitating partnerships with Masters' of Social Work students to add case management and HMIS data entry capacity. LAHSA will continue to monitor if these efforts lead to improvement in case management and data quality or if additional work is needed to ensure case management capacity and connections to CES.

Table 3: Safe Parking Program Models in April 2019 RFP

| | Model 1 | Model 2 |
|-------------------------------------|---|--|
| Program Overview | <ul style="list-style-type: none"> • Up to \$30/vehicle/night • No minimum or maximum spaces per lot | <ul style="list-style-type: none"> • Up to \$18/vehicle/night • A minimum of 30 parking spaces per lot |
| Case Management Requirements | <ul style="list-style-type: none"> • Client CES assessments and enrollments • Linkages to community resources • Ongoing client case engagement | <ul style="list-style-type: none"> • Client CES Initial Access Tool • Linkages to community resources |

In addition to the above-mentioned case management requirements, LAHSA is implementing a series of actions to increase the level of support for Safe Parking providers and the effectiveness of these programs. Some of these actions are outlined below:

1. **Safe Parking Kick-Off:** LAHSA organized and facilitated its first Safe Parking Kick-off on October 1, 2019, which was attended by all seven service providers that are currently operating Safe Parking programs. At this kick-off, providers learned about the Safe Parking program requirements and best practices for operating a program.
2. **HMIS Data Entry:** LAHSA has modified the Safe Parking set-up in the Homeless Management Information System (HMIS) so that service providers are required to mark the provision of Safe Parking as a service for all participants staying in their lots overnight. This data will be used to calculate average lot occupancy rates moving forward and will reduce the administrative burden on service providers as they will not need to manually calculate and report the average occupancy rates.

- 3. Program Guidance from LAHSA Staff:** LAHSA has shared an online folder of written resources with Safe Parking providers that they can reference on an ongoing basis. Additionally, staff from LAHSA's Performance Management division are conducting bi-weekly conference calls and webinars with all Safe Parking providers to address their questions as they operate their programs. These webinars act as a platform to address data and program performance issues and to discuss needed modifications to the program. During the most recent webinar on 11/20/19, one of LAHSA's HMIS Trainers conducted a live training on how to create an HMIS profile, enroll clients in a Safe Parking program, document lot utilization via the nightly parking space service, document referrals and financial assistance, and exit clients from a Safe Parking program. The training was recorded and will be made available to all Safe Parking providers.

NEXT STEPS

Monthly Reports:

LAHSA will submit the metrics outlined in Table 2 above on a monthly basis for the entire portfolio of LAHSA-administered Safe Parking programs within the City of Los Angeles. These reports will be submitted to the appropriate point of contact at the City Clerk office by the end of the month.

Follow Up Reports:

Per CF 15-1138-S38, LAHSA will submit additional reports on the resources needed to quickly bring people into CES, as well as on the RFP procedures. These reports will be submitted in early 2020.