

**MOTION**

In Los Angeles, our residents have expressed continued frustration at not knowing who to call when confronting issues related to homelessness. Whether it is a homeless individual who is clearly in need of aid or an encampment that presents a public health hazard, residents do not know who to call.

This confusion is quite understandable. Residents are not certain who to call from the large set of reasonable options, such as the Department of Sanitation, Department of Mental Health, LAPD, HCID, Department of Public Health, and others. Further, residents are not sure if they should be calling the City or the County or which Service Planning Area (SPA) they are in and if that changes the number they should call.

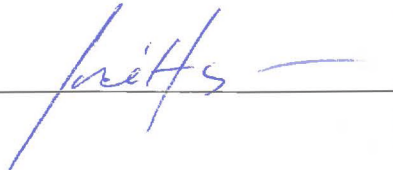
One option to remedy this is by routing residents to a unified call number, such as '211'. However, this number is primarily used when you are calling for services for yourself and the chain of questions required to call for services for a homeless individual is overly burdensome.


Our residents need clear direction on who to call and when for homeless services.

I THEREFORE MOVE, to instruct the Information Technology Agency, with assistance from other pertinent City and County agencies, to review the currently available call options such as general numbers like '211', '311' and '877-ASK-LAPD' and specific numbers like the Department of Mental Health's crisis line '800-854-7771' and the Didi Hirsh Suicide Prevention hotline '877-727-4747' to report on the effectiveness of these services and recommend which numbers to call in which circumstances.

I FURTHER MOVE, to request the Los Angeles Homeless Services Agency to develop call sheets for each Council District that can be provided to residents to inform them of which numbers to call in the variety of circumstances they may encounter homeless individuals in need of services.

PRESENTED BY   
DAVID RYU  
Councilmember, 4<sup>th</sup> District

SECONDED BY 

  
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