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DATE: November 19, 2020
TO: Councilmember Monica Rodriguez
FROM: Nathaniel VerGow, Deputy Chief of Systems, LAHSA
cc: Members of the Los Angeles City Council
SUBJECT: Outreach Coordination with LASAN in Response to [Council File 20-1406](#)

On October 27, 2020, Councilmember Monica Rodriguez introduced a Motion ([Council File 20-1406](#)) requesting the Los Angeles Homeless Services Authority (LAHSA) to report on documentation protocols modeled on the Paxton/Bradley Pilot Project, to be developed in consultation with the Los Angeles Bureau of Sanitation (LASAN), in order to facilitate a more collaborative workflow and communication process for managing personal property.

Introduction and Service Considerations

The protocols proposed below are intended to guide the management of personal property belonging to persons experiencing homelessness for situations arising when that individual or household transitions from an encampment to interim housing or permanent housing. These protocols recognize and address service gaps and storage constraints that pose challenges to maintaining personal belongings at encampment locations.

Routine Sanitation Services at Encampment Locations

Routine access to sanitation services reduces public health and safety risks for residents in the City of Los Angeles, including people experiencing unsheltered homelessness. To mitigate these risks and support the regular maintenance of personal belongings prior to and during a housing transition, LAHSA recommends the regular delivery of sanitation services at encampment locations including but not limited to routine trash pick-up, hazardous waste removal, and other services. Public health for all residents improves when these services are provided in a timely manner. If sanitation services are not provided consistently, this can exacerbate illegal dumping, complaints from the community, and other challenges.

Storage Limitations for Interim and Permanent Housing

Interim housing and permanent housing options may limit the amount of belongings participants can bring with them on entry. Storage regulations require participants to reduce their belongings or risk delay into available housing options. Moreover, outside of these settings, people experiencing homelessness have limited alternatives for storing belongings in a safe and secure manner. LAHSA encourages the City of Los Angeles to include feasible storage options at each new interim housing site brought online through the Homelessness Roadmap. Siting more robust storage options within or in close proximity to interim housing reduces barriers to access for participants with limited means of transportation.

Centering Client Discretion in the Housing Transition Process

When participants transition into interim or permanent housing, client discretion in decisions regarding what property to keep and what to dispose of is critical to reduce the risk of inadvertent property loss, which can further contribute to the trauma of homelessness.

Coordination Protocols

The purpose of this protocol is to introduce recommended procedures for the management of personal property belonging to persons experiencing homelessness, in the event that an individual or household at an encampment site transitions into interim or permanent housing.

Outreach and Engagement

In accordance with existing practices, LAHSA outreach staff will engage in strengths-based motivational interviewing to assist participants in considering which belongings to take with them to interim or permanent housing, and make decisions on how to handle remaining items.

Property Management and Removal

LAHSA will coordinate with City partners at the Unified Homelessness Response Center (UHRC) to secure sanitation services including the deployment of dumpsters or other trash receptacles at encampments where housing placements are anticipated, so participants have a location to place their items they do not wish to take with them into their new setting.

If dumpsters or other trash receptacles are not available, and the participant consents to this, LAHSA will explore the possibility to coordinate with the UHRC to secure Comprehensive Cleaning and Rapid Engagement (CARE or CARE+) support when one or more households are moving from an encampment into interim or permanent housing.

If LASAN develops a “waiver form” that participants can complete to identify any of their belongings that they would like LASAN to remove and dispose of, LAHSA Homeless Engagement Teams will inform participants of this LASAN process and/or paperwork. Homeless Engagement Teams can be trained to offer support to complete the waiver form, which would identify which belongings the participant intends to leave at the encampment site and can be discarded when the participant moves into interim or permanent housing. If requested by the participant and available through the Homeless Management Information System (HMIS), LAHSA can provide the participant with a copy of a picture ID on file to support this process.

Data Collection and Reporting

LAHSA will document the following metrics from the Homeless Engagement Roadmap Teams in HMIS:

- # of unduplicated participants served at priority encampments
- # of unduplicated participants engaged at priority encampments
- # of services provided and referrals made at priority encampments
- # of successful housing placements from priority encampments
- # of permanent housing matches from priority encampments

Metrics can be reported to the City on a monthly basis.