

# Outreach Coordination



- 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

Outreach Request  
Submitted



### Step 1: SPA Outreach Coordinator

- Receives and reviews the request
- Designates a priority level
- Assigns request to most appropriate outreach team
- Notes any other information for the Team



### Step 2: Team Lead

- Receives request from Outreach Coordinator
- Reviews and accepts the request
- Assigns to appropriate team members
- Notes any other information for Team Members



### Step 3: Team Member

- Receives request from Team Lead
- Fulfills outreach request
- Fills out post-deployment survey

# Things to Remember:



At least 2 attempts to  
contact



72 hours to make first  
attempt



Always answer “Was  
contact made?” question



LA-HOP

888

Total Requests

870

Closed

18

Open

0

Review

0

Needs Follow up

1

Avg Days Assigned

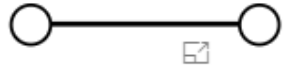
8

Avg Days of Completion

Date

4/24/2018

7/10/2019



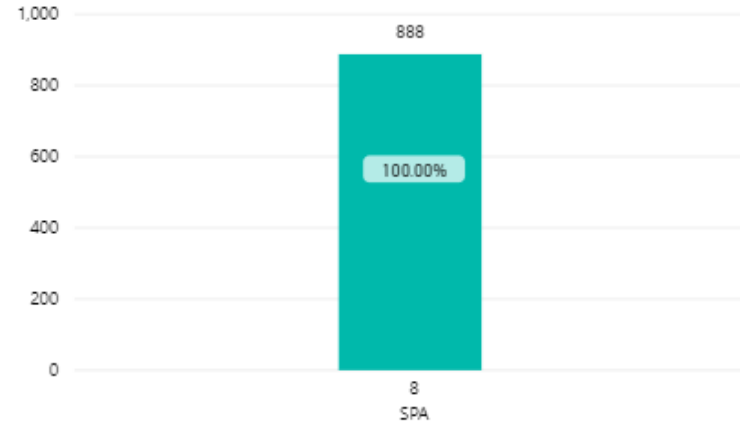
SPA

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☒ 8

City Name

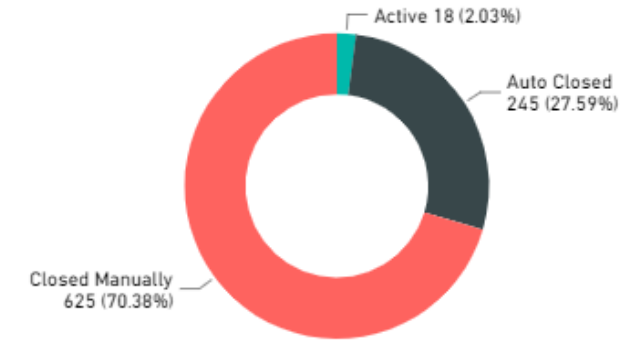
- ☐ Select all
- ☐ Alondra Park
- ☐ Carson
- ☐ Compton
- ☐ Cota
- ☐ Crystal City
- ☐ East Los Angeles
- ☐ El Segundo
- ☐ Gardena
- ☐ Harbor City
- ☐ Hawthorne
- ☐ Hermosa Beach
- ☐ Inglewood

Total Requests by SPA

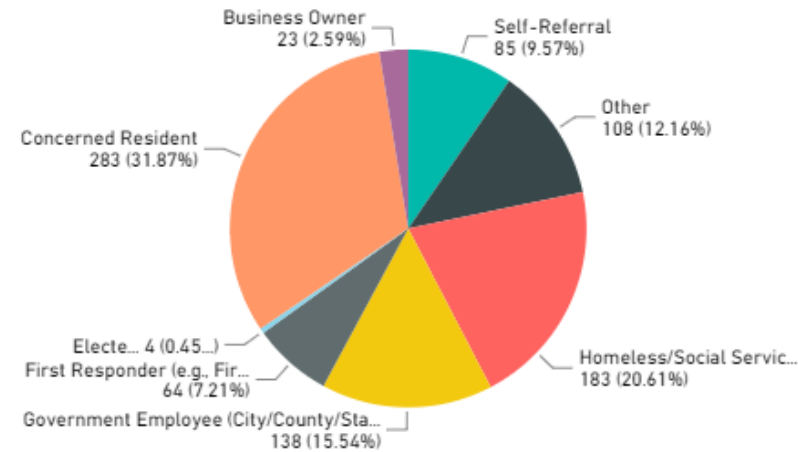


Tickets Status

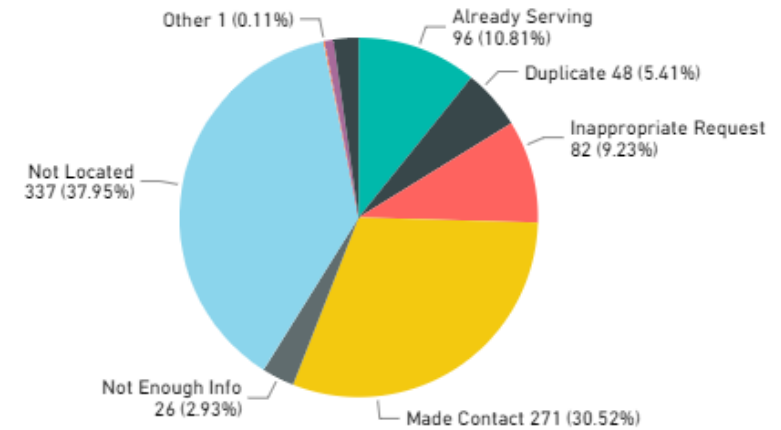
● Active ● Auto Closed ● Closed Manually



Who Submitted the Requests?



Reason for Closure



# Point-in-time Stats

# Care Coordination

- ▶ **Purpose:** Create a space to coordinate care for extremely vulnerable clients.
- ▶ Will focus on connecting vulnerable persons to the system, as well as coordinating care for participants who have complex needs
- ▶ **Frequency:** twice a month, per hub (Harbor, Beaches, Northern) - official schedule will be emailed

# Care Coordination Structure

- ▶ **Facilitator:** Regional Outreach Coordinator and/or Regional Coordinator
- ▶ **Attendees:** CES participating agencies (case managers, outreach workers, point of contact, etc.)
- ▶ **By-name list:** staff will submit client names based on acuity scores, significant mental health and/or physical need, significant justice system involvement and involvement with multiple outreach teams
- ▶ **Meeting goals:**
  - ▶ **Create client care plans:** Immediate plan, medium term, and long term
  - ▶ Specific staff will be assigned to assist client with specific aspect of plan, follow-up at next care coordination meeting

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the frame, creating a modern, layered effect. The word "Questions?" is centered on the left side of the image.

Questions?