



LAHSA

ACEs-LA Network of Care
Fall CBO Convening

Family System

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October 23, 2024

Family Homelessness:

The Leading Causes & Impact



Family Homelessness in Los Angeles:

What we're all feeling...



We know that all stakeholders (providers, elected offices, first responders, community members) are feeling the weight of an increased need for shelter for families with children who are otherwise sleeping outside.

- We hear from providers that they do not have enough resources to meet the need.
- We see in the news and in our offices a growing number of families with children in need of assistance but not able to get the support they need when they need it.
- Many families are ineligible for a large portion of Family System funding, as it requires CalWORKs eligibility.
- There is a lack of affordable housing options for low-income families.



What Providers are saying:

“

[Low] funding availability limits the number of non-DPSS families (i.e. migrant families) we can enroll in programs and the length of services we can offer...”



”

“

“Capacity issues and funding constraints. We received a high priority referral for a migrant household that was not DPSS eligible... we had to scramble and find resources throughout LA County...”



”

“

“Funding availability limits our capacity to extend our services to include other essential services i.e. applications, storage fees, which limits us to only providing families with deposits, rental assistance and sometimes furniture”



”

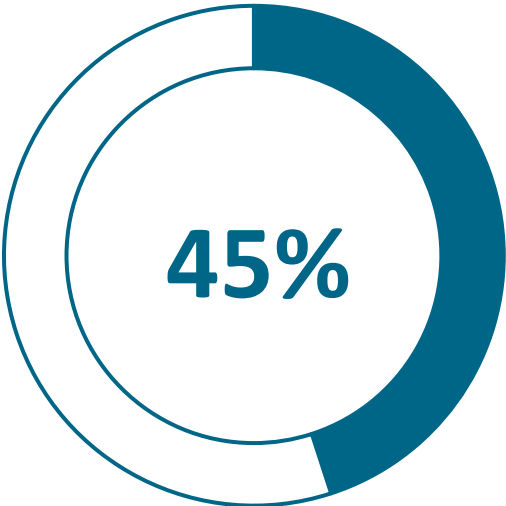
Increased Demand on the Family System†

Serving more families

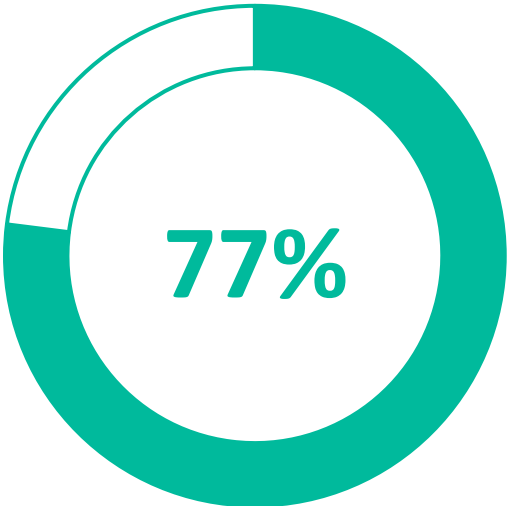
&

moving more families to permanent housing,

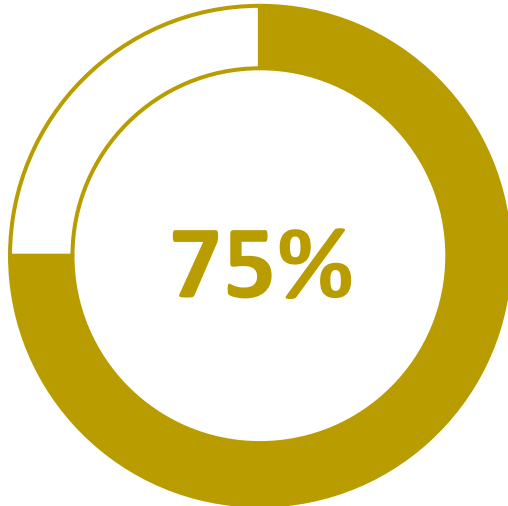
but they're staying longer.



45% increase in individuals in family units served.



77% increase in individuals in family units exiting to permanent housing from interim housing.



75% decrease in individuals in family units exiting permanent housing programs.



† FY22–23 Q1 vs FY23–24 Q1

Responding to Family Homelessness in LA

LA's Homeless Crisis Response System

The **Coordinated Entry System (CES)** is a countywide system that brings together new and existing programs and resources to connect people experiencing homelessness to the most appropriate housing and services to end their homelessness.

If communities make investments without considering how it impacts the system and how it is coordinated...

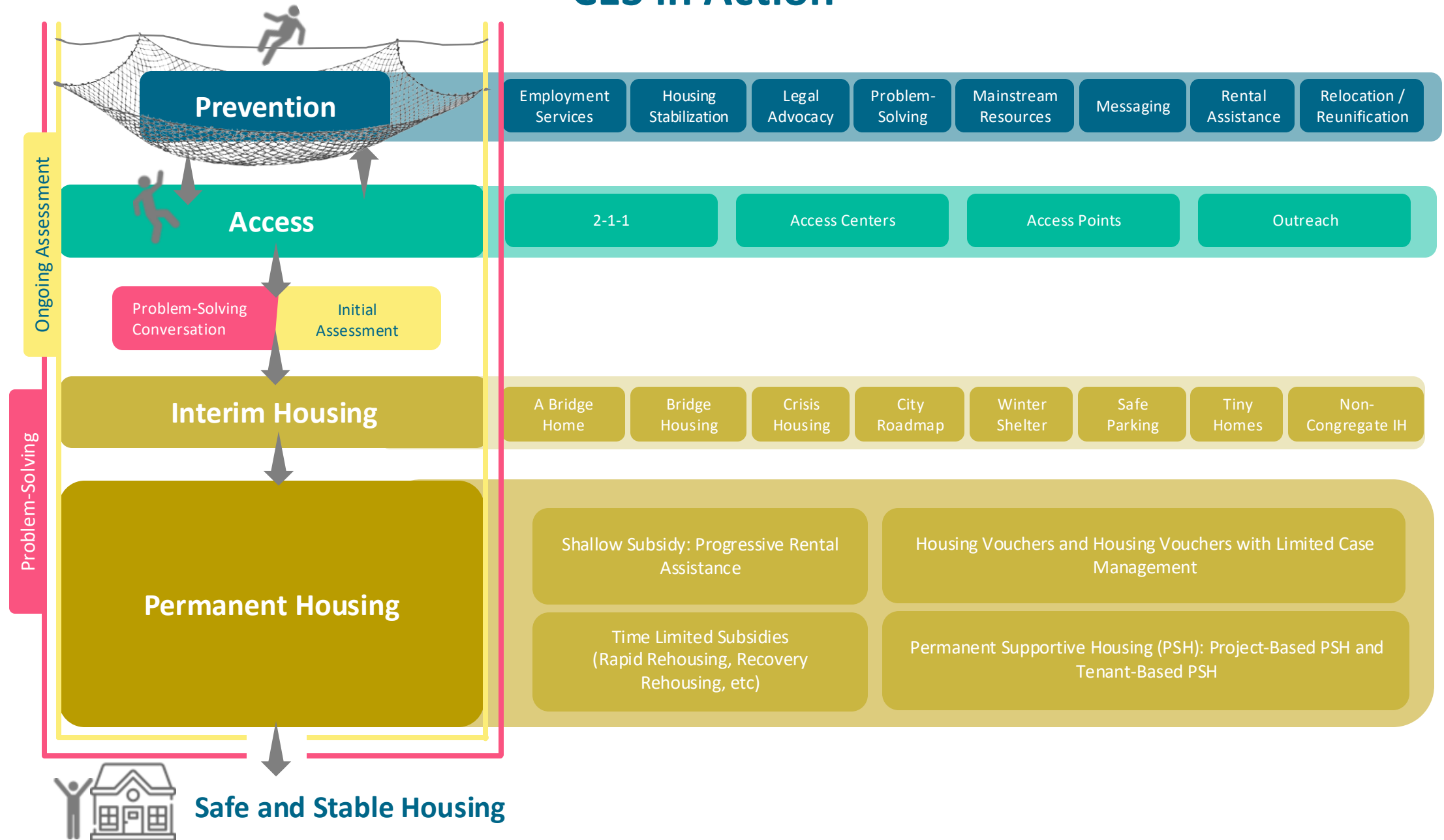


If the interventions working together...

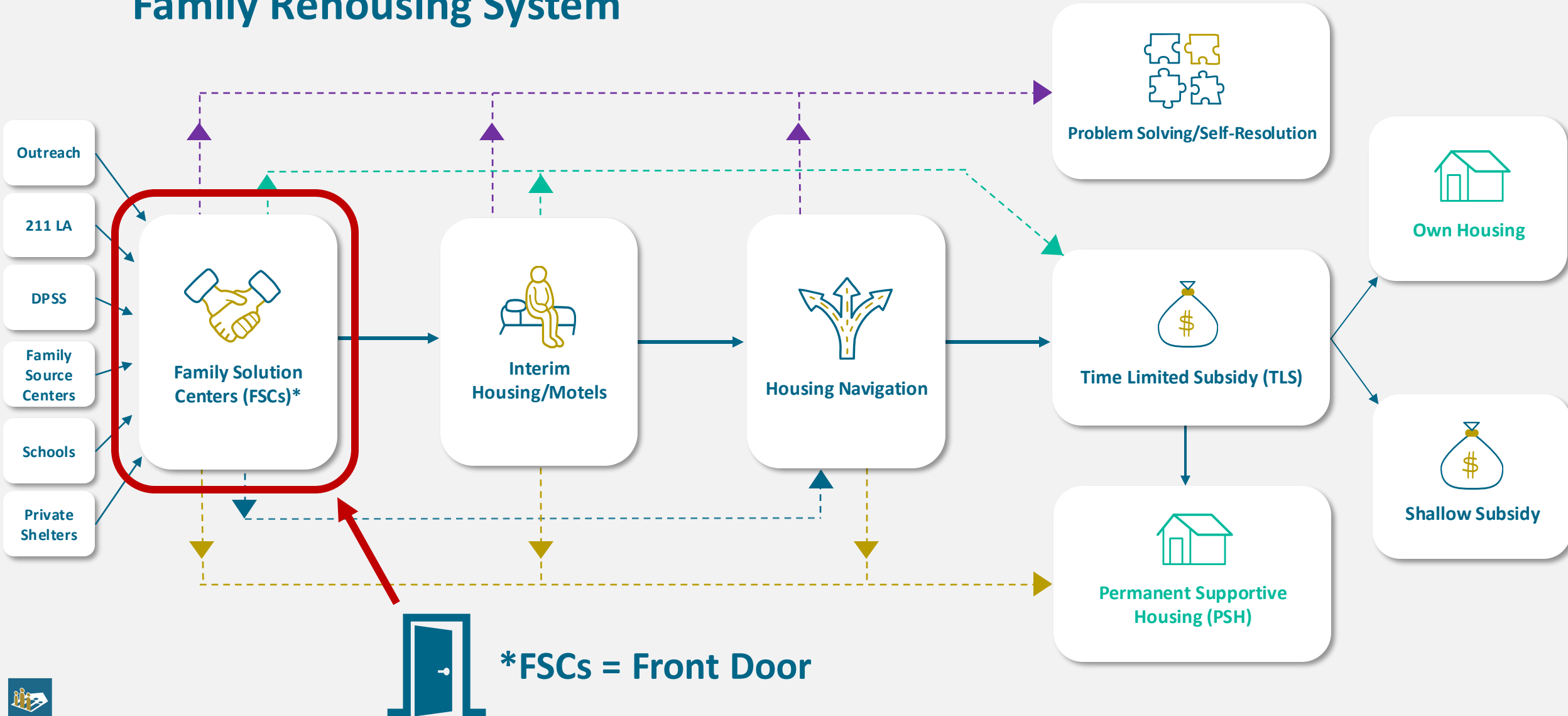


The goal is to create a system that is more **Effective, Efficient, and Fair** for everyone experiencing homelessness.

CES in Action

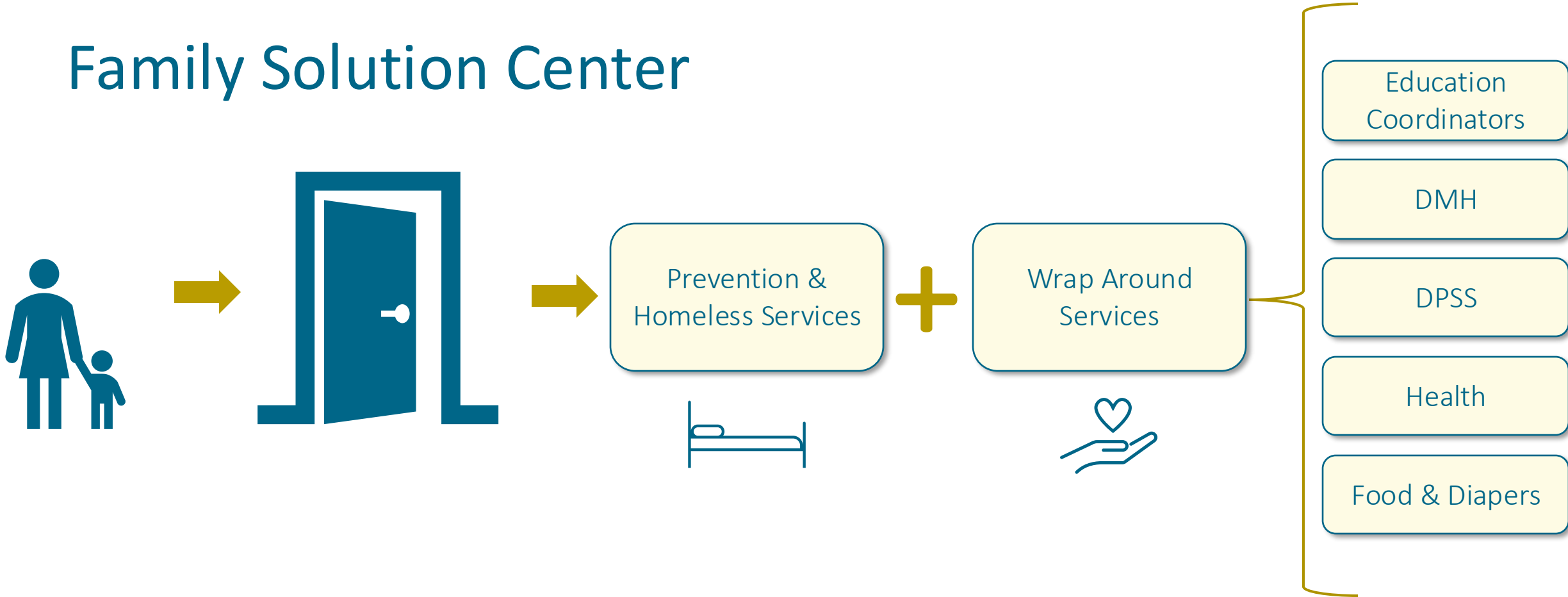


Family Rehousing System



*FSCs = Front Door

Family Solution Center



To connect with an FSC, a family can walk in, call them, send an email, or be connected through 211.

How to refer an unsheltered family to the CES

Family
Solution
Centers

2-1-1

LA-HOP.org = Not recommended for families!

Skilled service providers lead coordination at the local Service Planning Area (SPA) level



SPA 2 – San Fernando Valley
Adults & Families: **LA Family Housing**
Youth: **Village Family Services**



SPA 4 – Central Los Angeles
Adults: **The People Concern**
Families: **PATH**
Youth: **LA LGBT Center**



SPA 5 – West Los Angeles
Adults & Families: **St. Joseph Center**
Youth: **Safe Place for Youth**



SPA 8 – South Bay/ Harbor
Adults, Families & Youth: **Harbor Interfaith Services**



SPA 1 – Antelope Valley
Adults, Families & Youth: **Valley Oasis**



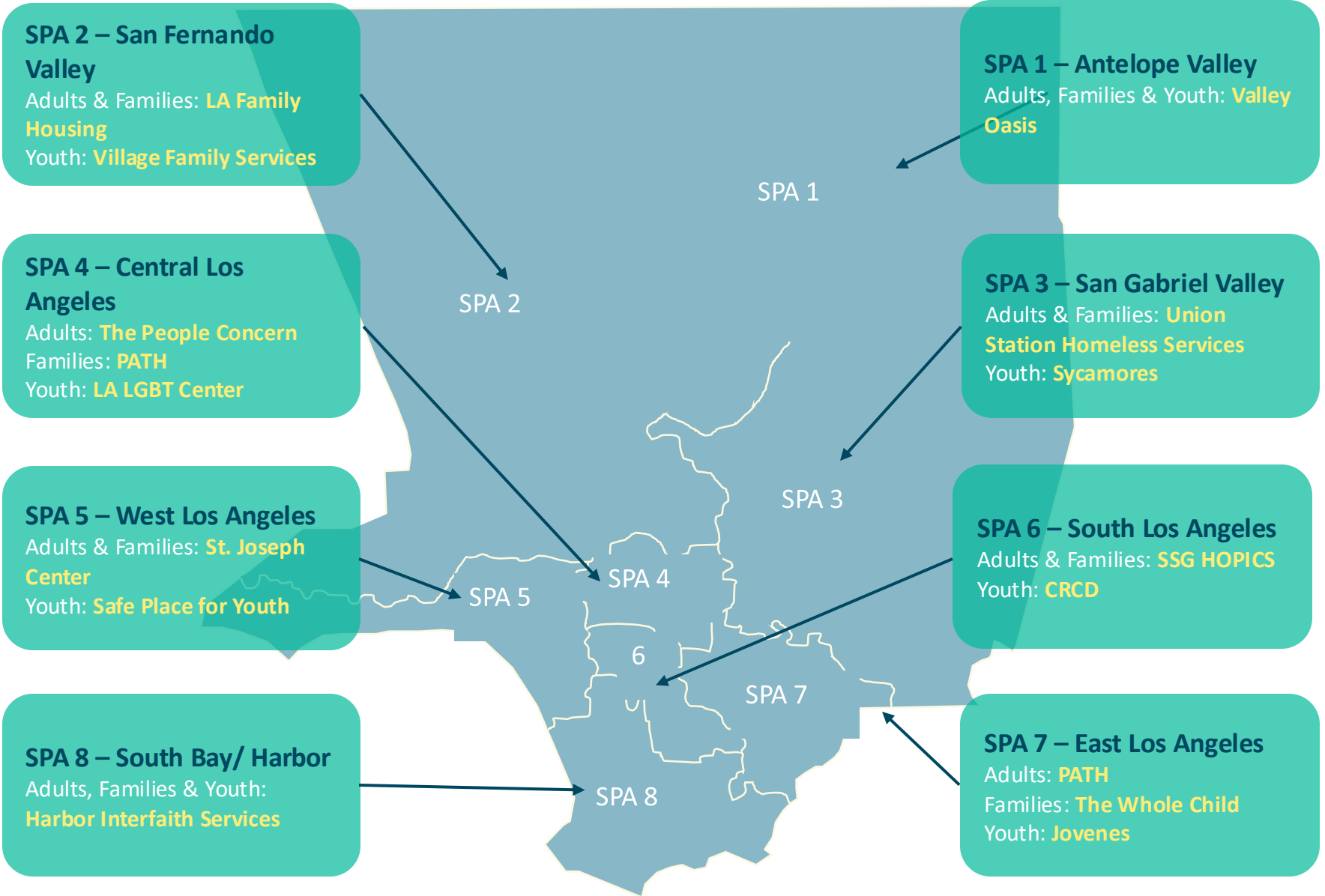
SPA 3 – San Gabriel Valley
Adults & Families: **Union Station Homeless Services**
Youth: **Sycamores**



SPA 6 – South Los Angeles
Adults & Families: **SSG HOPICS**
Youth: **CRCD**



SPA 7 – East Los Angeles
Adults: **PATH**
Families: **The Whole Child**
Youth: **Jovenes**



Definitions of Homelessness

As Defined by the US Department of Housing and Urban Development



Literally Homeless

- Someone staying in a shelter, in their vehicle, or outside and is without means to obtain housing on their own.



Fleeing Domestic Violence

- Someone who is fleeing or attempting to flee domestic violence and is without means to obtain housing



At Risk of Homelessness

- Someone who will imminently lose their primary residence and is without means to obtain another.

Who are considered a “Family” in the CES?



Households consisting of one or more minor children (17 or **under**) in physical custody or under the guardianship of one or more adults who are living together.



People who are pregnant at any stage.



Parent/Guardian + Qualified Dependent*

***An individual over the age of 18 who is:**

1. Incapable of self-sustaining employment by reason of mental or physical disability; and
2. Is dependent upon a parent or guardian for support.

HOW TO FIND SHELTER

Family Solution Centers are not shelters, but they connect families to shelter.



1. Find the closest [Family Solution Center](#).
2. Contact the Family Solution Center to request shelter. Families can:
 - Email at any time
 - Call during operating hours
 - Visit during walk-in hours for faster connection



FAMILY SOLUTION CENTERS

Location	Service Provider	Address	Phone Number	Email	Walk In Hours	Operation Hours
SPA 1 - Antelope Valley	Valley Oasis	310 E. Palmdale Blvd. Palmdale, CA 93550	(661) 239-9300	cesfamilies@avdvc.org	Monday- Friday 8:00am – 5:00pm	Monday- Friday 8:00am – 5:00pm
SPA 2 - San Fernando Valley	LA Family Housing	7817 Lankershim Blvd. North Hollywood, CA 91605	(818) 255-2766	referrals@lafh.org	Monday-Friday 8:00am – 5:00pm	Monday- Friday 8:00am – 5:00pm
SPA 3 - San Gabriel Valley	Union Station Homeless Services	10629 Arrow Hwy. #G Irwindale, CA 91706	(626) 337-0140	fsc referrals@unionstationhs.org	Monday-Friday 1:00pm – 4:00pm	Monday- Friday 8:30pm – 5:00pm
SPA 4 - Metro Los Angeles/Hollywood	People Assisting the Homeless (PATH)	3323 W. Washington Blvd. Los Angeles, CA 90018	(323) 212-6291	familyreferral@epath.org	Monday-Friday 8:30am – 12:30pm 1:00pm - 4:30pm	Monday- Friday 9:00am – 5:00pm
SPA 5 - West Los Angeles	St. Joseph Center	12420 Venice Blvd. Mar Vista, CA 90066	(310) 694-6035	cesreferrals@stjosephctr.org	Mon/Wed/Thurs 10:00am - 3:00pm	Monday- Friday 9:00am - 5:00pm
SPA 6 - South Los Angeles	Special Services for Groups, Inc. (HOPICS)	5849 S. Crocker St. Los Angeles, CA 90003	(323) 432-4383	fsc@hopics.org	Monday-Friday 8:30am - 4:30pm	Monday- Friday 9:00am - 5:00pm
SPA 7 - East Los Angeles	The Whole Child	8630 Florence Ave. Downey, CA 90240	(562) 204-0640	frt@thewholechild.info	Monday-Friday 8:00am - 12:00pm 1:00pm - 4:00pm	Monday- Friday 9:00am - 5:00pm
SPA 8 - Harbor Cities	Harbor Interfaith	599 W. 9th St. San Pedro, CA 90731	(310) 831-0589	fsc referrals@harborinterfaith.org	Monday-Friday 8:30am - 5:00pm	Monday- Friday 9:00am - 5:30pm

Search

Referral to Family Solution Centers

Instructions to Refer to an FSC

Checklist

- Review form in its entirety, assure all appropriate sections are completed, and email the form to the FSCs shown email address
 - Reminder that staff and families can call 2-1-1 if you don't know what SPA the family should be served by
 - Use notes section to include as much detail as possible of information obtained during your initial assessment. The more, the easier it is for a warm hand-off
- Submit referral form to appropriate Family Solution Center(s) via email/fax:
 - The Family Solution Center should reach out to the family within 3 business days.
- <https://www.lahsa.org/documents?id=1166-form-1166-referral-to-family-solutions-centers.pdf>

Once an FSC Receives a Referral

Checklist

- Continue assessing to get familiar with Family being referred.
- Contact Family to provide update on housing availability (within 3 business days)
- Contact Referring Agency for any additional questions and warm hand-off procedure



Referral to Family Solutions Centers		
<p><i>Directions: Complete this form and fax or email it to the Family Solutions Center closest to the family's community of origin, the children's school, close to family/friends, etc.</i></p>		
Family Solutions Centers		
<input type="radio"/> Valley Oasis - Antelope Valley Service Planning Area 1 Email: cesfamilies@avdvc.org Fax: (661) 942-2079	<input type="radio"/> LA Family Housing - San Fernando Valley Service Planning Area 2 Email: referrals@lafh.org Fax: (818) 982-3895	<input type="radio"/> Union Station Homeless Services - San Gabriel Valley Service Planning Area 3 Email: fscreferral@unionstationhs.org Fax: (626) 283-5146
<input type="radio"/> PATH - Central Los Angeles Service Planning Area 4 Email: familyreferral@epath.org Fax: (323) 395-5547	<input type="radio"/> St. Joseph Center- West Los Angeles Service Planning Area 5 Email: cesreferrals@stjosephctr.org Fax: (310) 392-8402	<input type="radio"/> SSG/HOPICS - South Los Angeles Service Planning Area 6 Email: fsc@hopics.org Fax: (323) 432-4398
<input type="radio"/> The Whole Child - East Los Angeles Service Planning Area 7 Email: FRT@thewholechild.info Fax: (562) 204-0654	<input type="radio"/> Harbor Interfaith Services - South Bay Service Planning Area 8 Email: fscreferrals@harborinterfaith.org Fax: (310) 684-4031	
Family Information		
Head of Household Name: _____		
Contact Number: _____	Number in Household: _____	
Total Monthly Income: _____	Age of Children: _____	
Referral Information		
Reason for Referral (check only one):		
<input type="radio"/> Family has identified permanent housing and needs move-in assistance.		
<input type="radio"/> Family is literally homeless and in need of assistance with crisis housing and permanent housing.		
<input type="radio"/> Family must vacate current crisis housing program. Anticipated move-out date: _____		
<input type="radio"/> Family is imminently at-risk of homelessness.		
Reason for Referral to FSC above (check only one):		
<input type="radio"/> Most geographically relevant FSC based on guidelines above.		
<input type="radio"/> Concerns for family safety and well-being necessitate housing in different geographic area. Describe concerns in the 'Additional Information' box below.		
Referring Agency Information		
Referring Agency: _____	Contact Person: _____	
Address: _____	Contact Number: _____	
	Date of Referral: _____	
Agency Type: <input type="checkbox"/> Crisis Housing Provider <input type="checkbox"/> Social Service Agency <input type="checkbox"/> Other (specify): _____		
Additional Information		
Please provide any additional information such as the current housing plan or special language needs:		
FSC Use Only		
Date Received: _____	Date/Time of Assessment: _____	

Improving the Family System

**Our changes are focused on a central goal:
to reduce unsheltered homelessness in LA County.**



Prior System Improvements

2019 Implementation of Problem Solving at the Front Door

2020 Shifting to using entitlement programs, like DPSS, before receiving CES services

2021 Providers no longer enrolling significantly beyond contracted capacity

5 yrs Transition interim housing resources away from motel vouchers and to site-based crisis housing

2022 Adding the Housing Navigation Program to the Family System

Capacity limitations of Family System



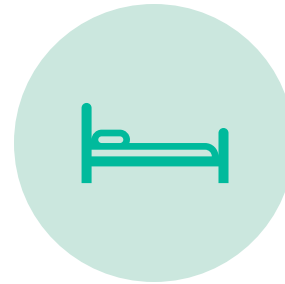
Funding restrictions



Can't over-enroll



211 LA's family motel vouchers is a limited resource (not an entitlement program)



Bed capacity

Areas of Need

Large families

Multi-
generational
families

Families
without
papers

System
Throughput

New developments in Family System



VI-FSPDAT access for outreach teams
(including DHS & DMH)

To help determine eligibility for PSH



Active System Management
& Developing new screening tool

Family System Transparency

2024 Homeless Count - Los Angeles County

The **Greater Los Angeles Point-in-Time Count** is conducted annually to help the homeless services system estimate how many persons are experiencing homelessness. The count is the largest in the country and is required by the Department of Housing and Urban Development (HUD). The count is an **estimate** of both the number and demographic characteristics of the homeless population on a single night in January 2024. It includes both specific numbers like people served in shelters along with observations and statistical sampling. If you have any questions about the data presented, please submit a ticket at <https://lahsa.freshservice.com/support/home> and include "HC 2024 Dashboard" in the subject line.

75,312 Total People Experiencing Homelessness



64,214

Individuals without Children



10,992

Family members in families with children



106

Unaccompanied Minors



30% (22,910)

are **sheltered** in temporary shelters

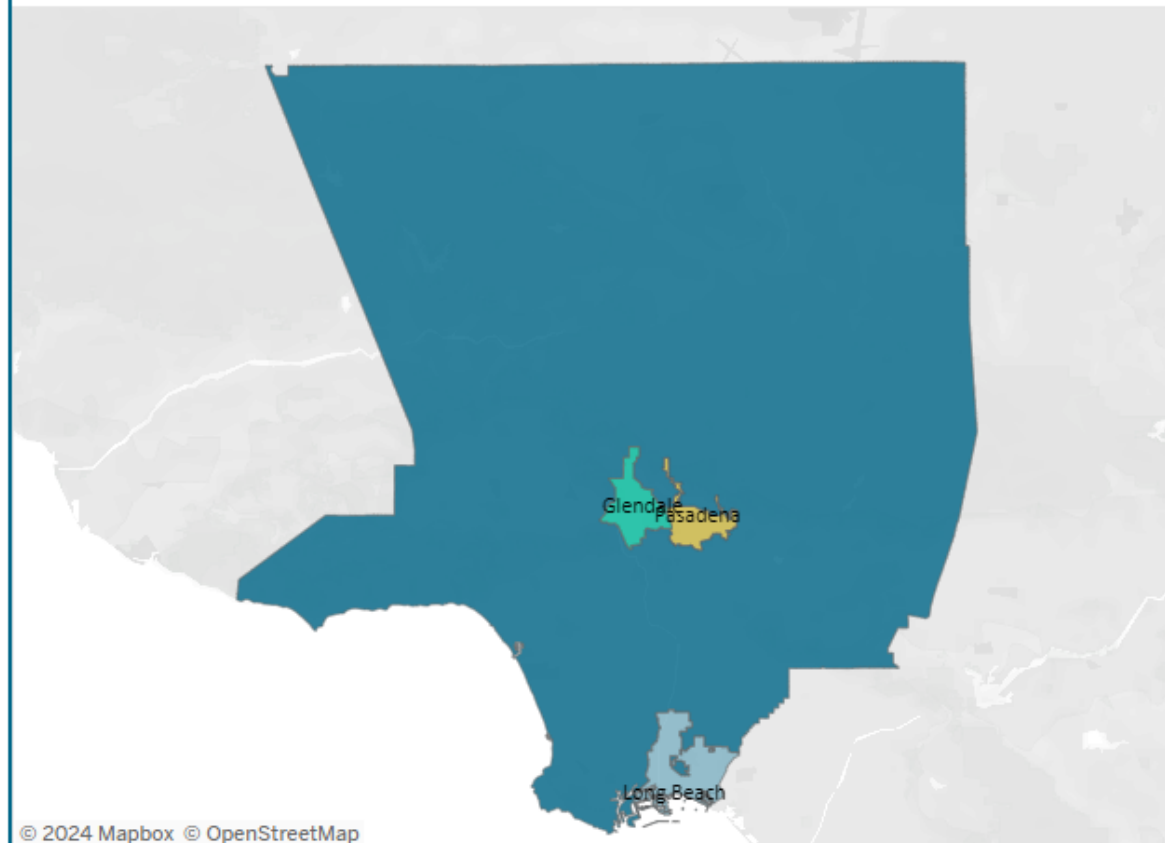


70% (52,296)

are **unsheltered** staying on the street or in dwellings

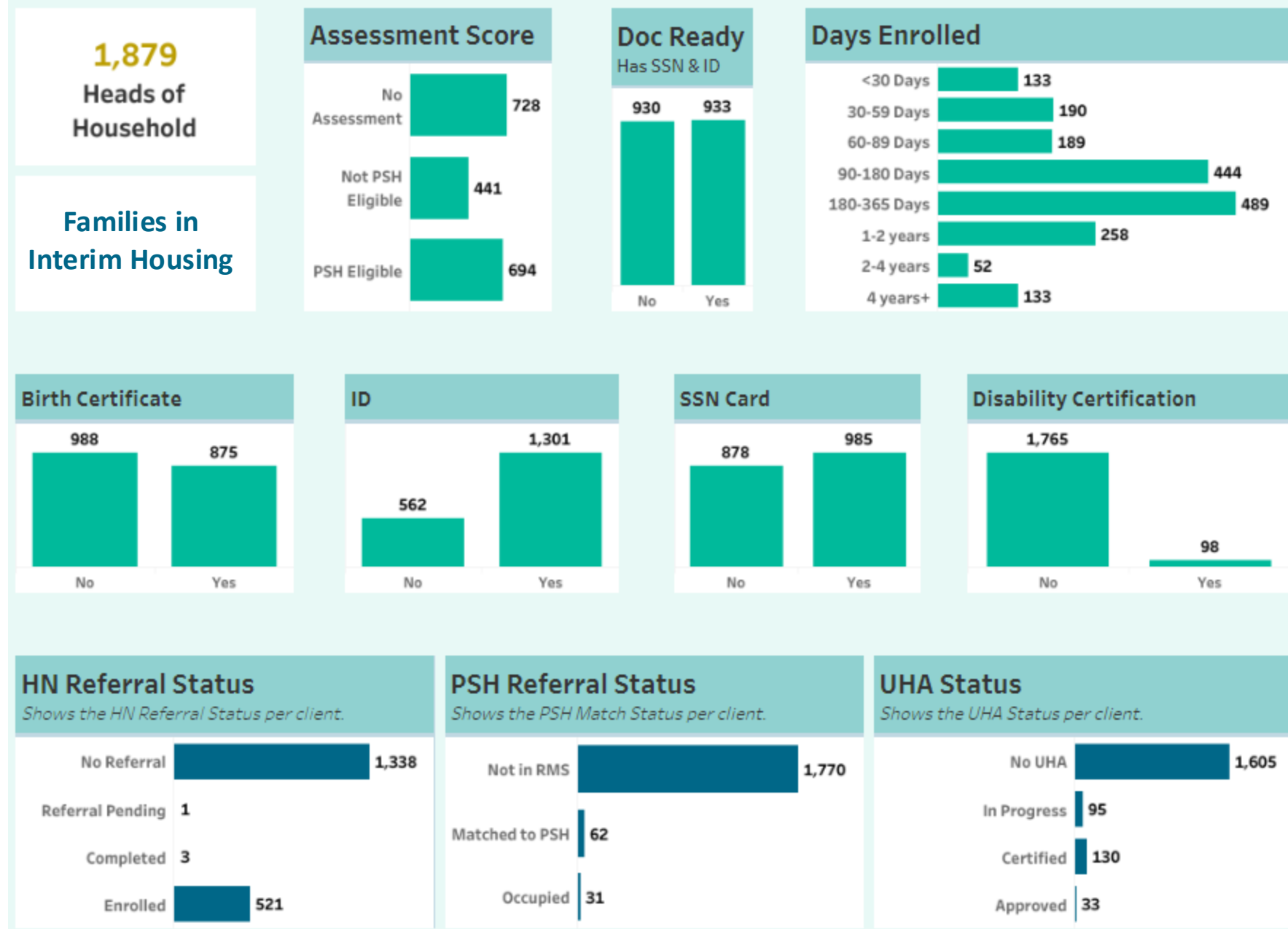
Filter by Continuum of Care (CoC)

Los Angeles County is comprised of 4 CoCs - Los Angeles, Glendale, Pasadena, and Long Beach. For more information about CoCs, please visit <https://www.lahsa.org/coc/>. Select the CoC you want to see data for. To unfilter, click anywhere outside of the CoC.

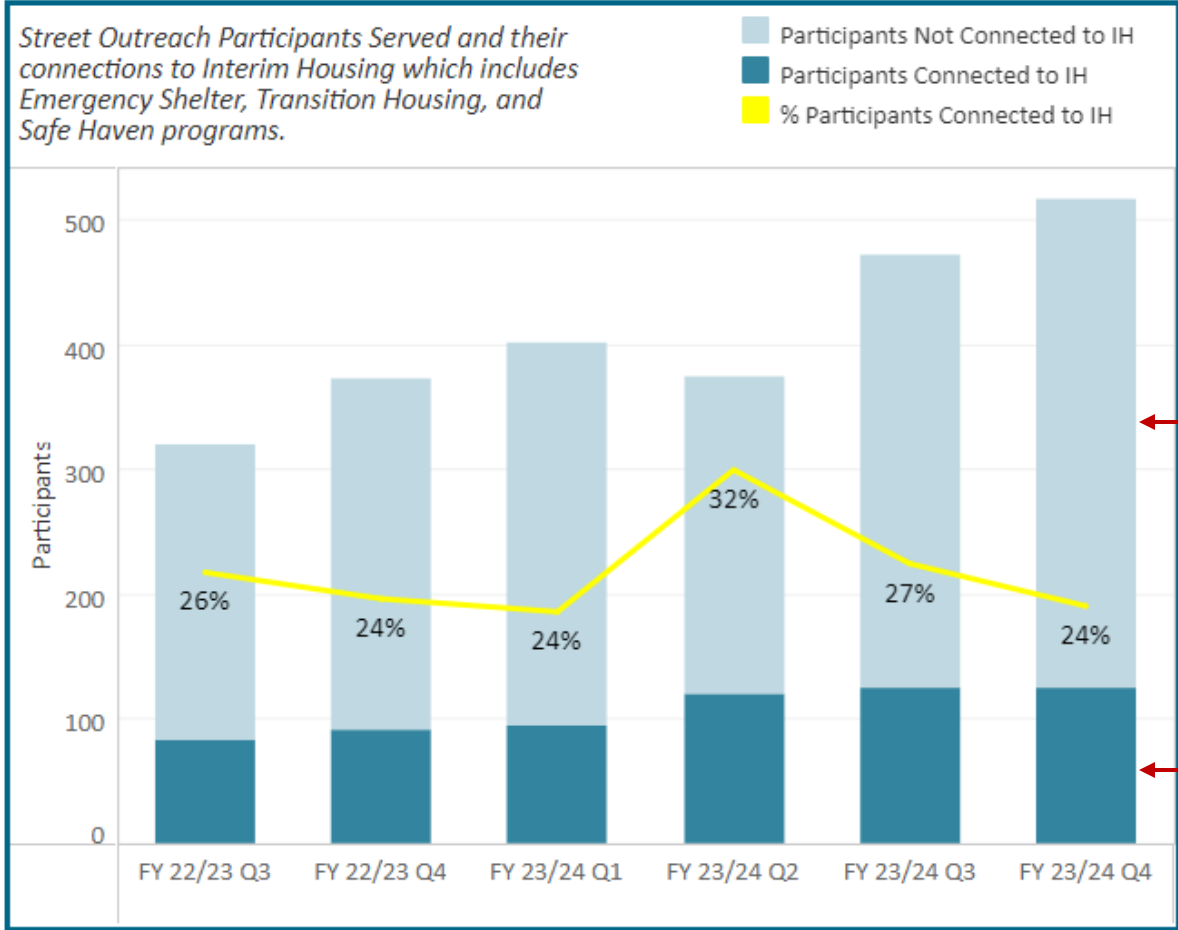


Family System at a Glance

Data updated 10/21/2024
Tableau.com



Street Outreach to Interim Housing

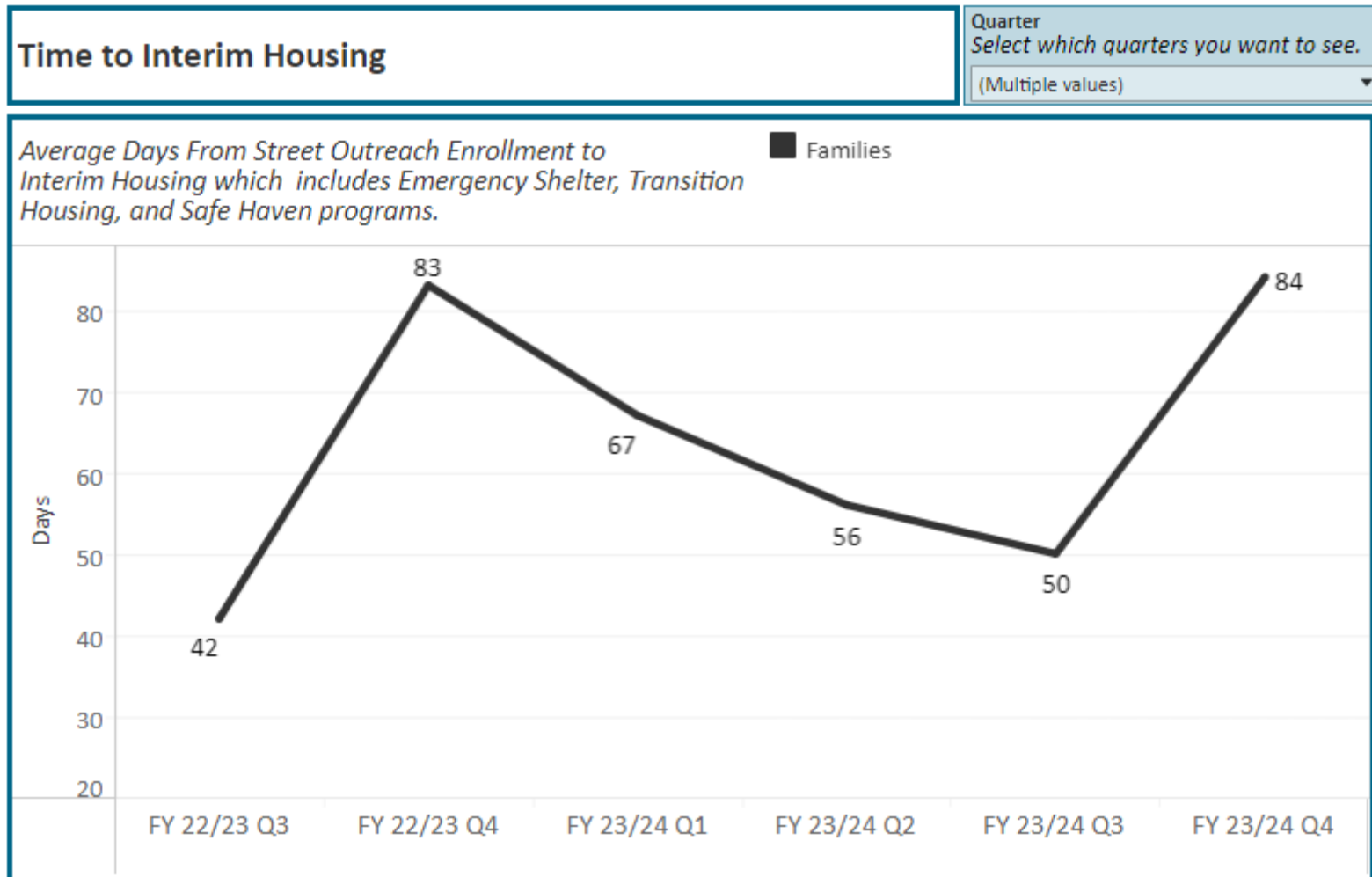


Quarter: FY 23/24 Q4
 Participants Not Connected to IH: 392
≈ 131 families

Quarter: FY 23/24 Q4
 Participants Connected to IH: 124
≈ 230 families

Participants served by street outreach include all participants newly enrolled this reporting period or those enrolled prior to the reporting period who did not exit prior to the reporting period and have at least one documented service or case note within 90 days of the reporting period.

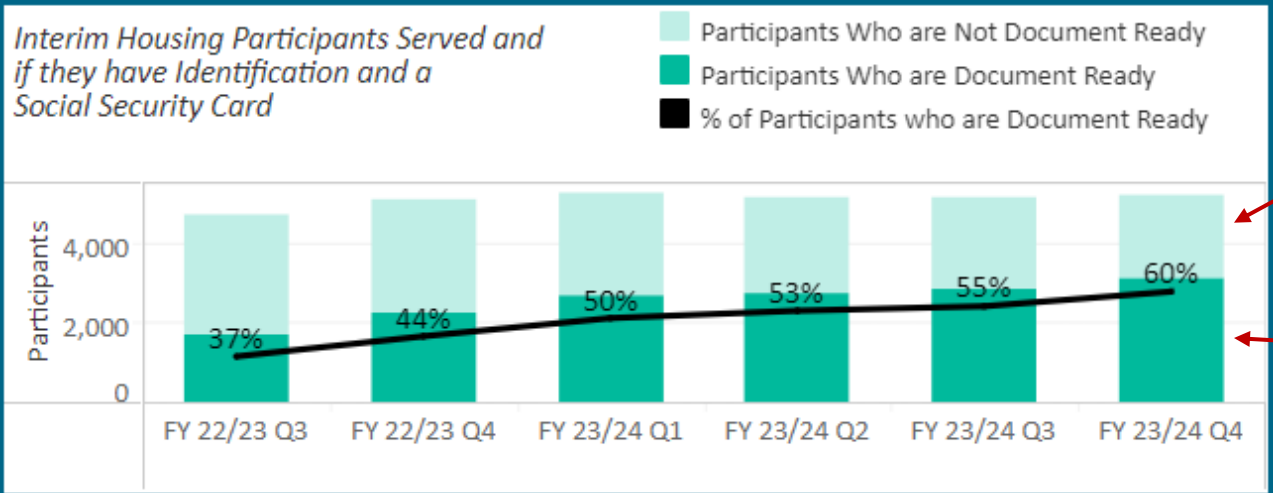
Participants connected to interim housing are a subset of participants served by street outreach. They are 1) they enroll into an interim housing program after they enrolled in street outreach or 2) they exit to an interim housing destination. Interim housing includes emergency shelter, transitional housing, and safe haven programs.



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Average days to interim housing are the average number of days from each participant's most recent Street Outreach enrollment to their enrollment in an interim housing program or their exit to a shelter destination (emergency shelter, transitional housing, or safe haven). If a participant has both an enrollment to an interim housing program and an exit to a shelter destination, the logic will count the enrollment to an interim housing program first.

Document Readiness



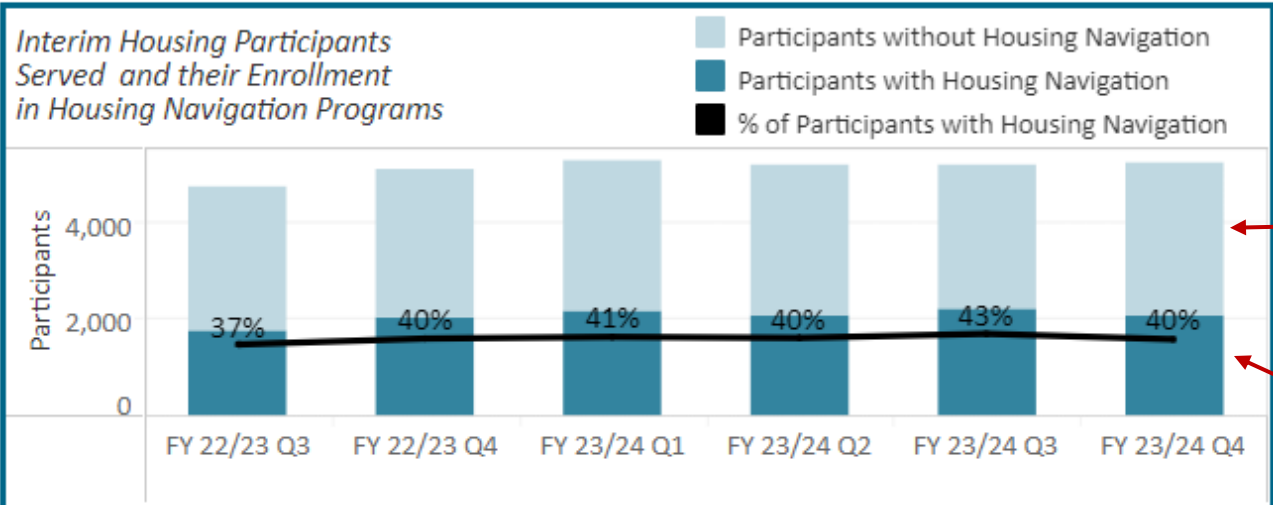
Quarter: FY 23/24 Q4
Participants Who are Not Document Ready: 2,079

≈ 693 families

Quarter: FY 23/24 Q4
Participants Who are Document Ready: 3,133

≈ 1,044 families

Housing Navigation



Quarter: FY 23/24 Q4
Participants without Housing Navigation: 3,142

≈ 1,047 families

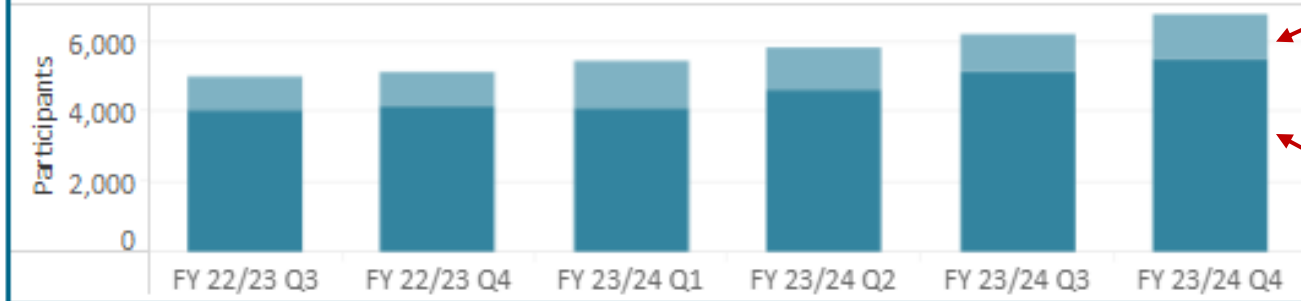
Quarter: FY 23/24 Q4
Participants with Housing Navigation: 2,070

≈ 690 families

Housed by TLS

Participants who Moved into Housing through a TLS program

■ Participants Housed During Reporting Period
 ■ Participants Housed Prior to Reporting Period



Quarter: FY 23/24 Q4
 Participants Housed During Reporting Period: 1,208

≈ 402 families

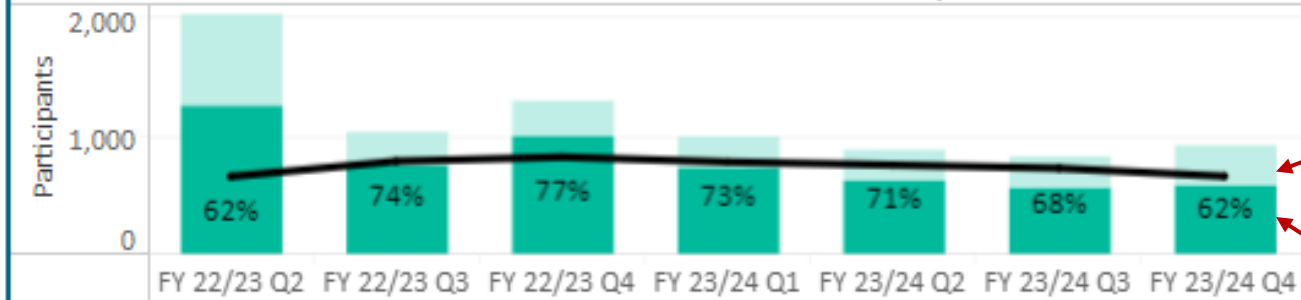
Quarter: FY 23/24 Q4
 Participants Housed Prior to Reporting Period: 5,510

≈ 1,837 families

TLS to Permanent Housing

TLS Participants Served and their Exits to Permanent Housing

■ Participants who do not Exit to PH
 ■ Participants who Exit to PH
 ■ % Participants who Exit to PH

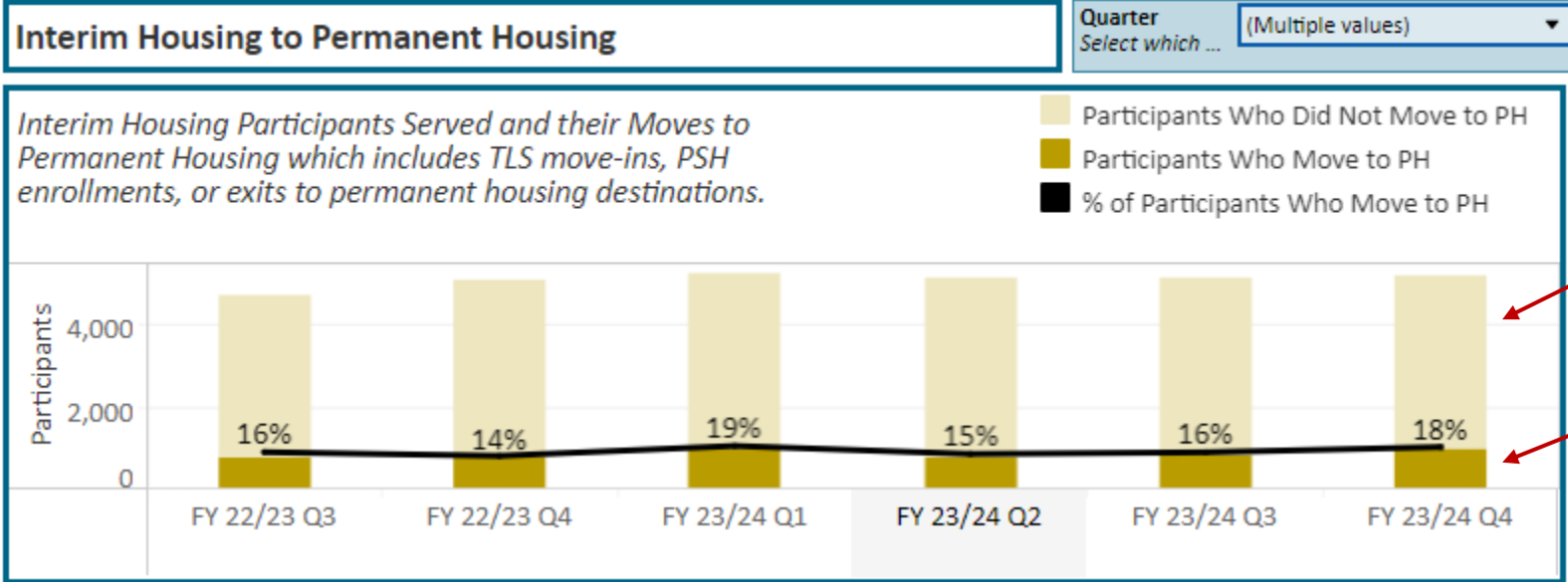


Quarter: FY 23/24 Q4
 Participants who do not Exit to PH: 352

≈ 117 families

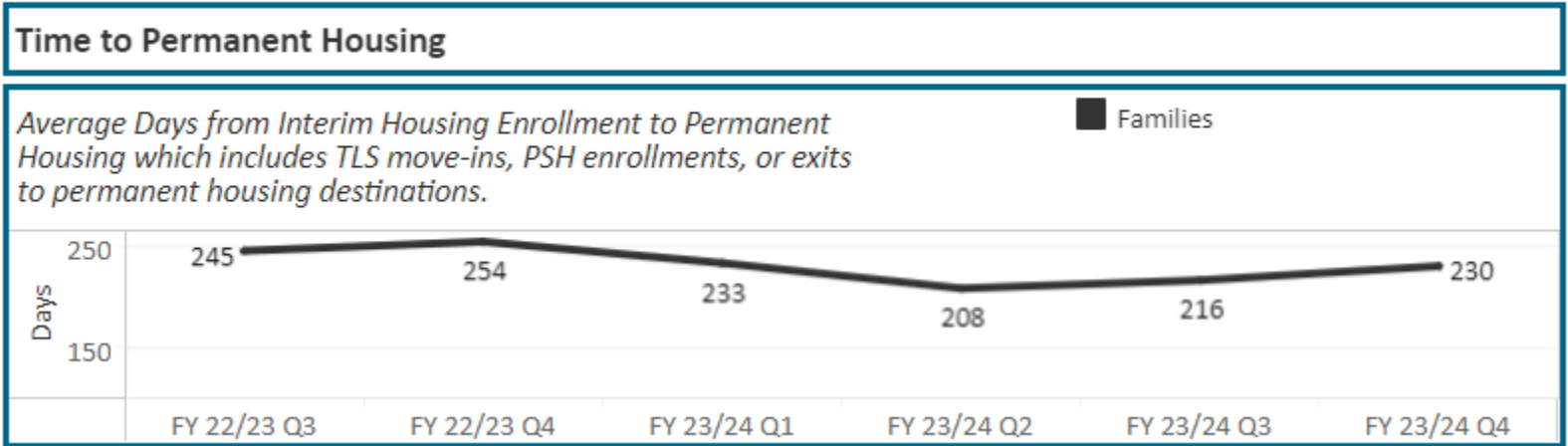
Quarter: FY 23/24 Q4
 Participants who Exit to PH: 575

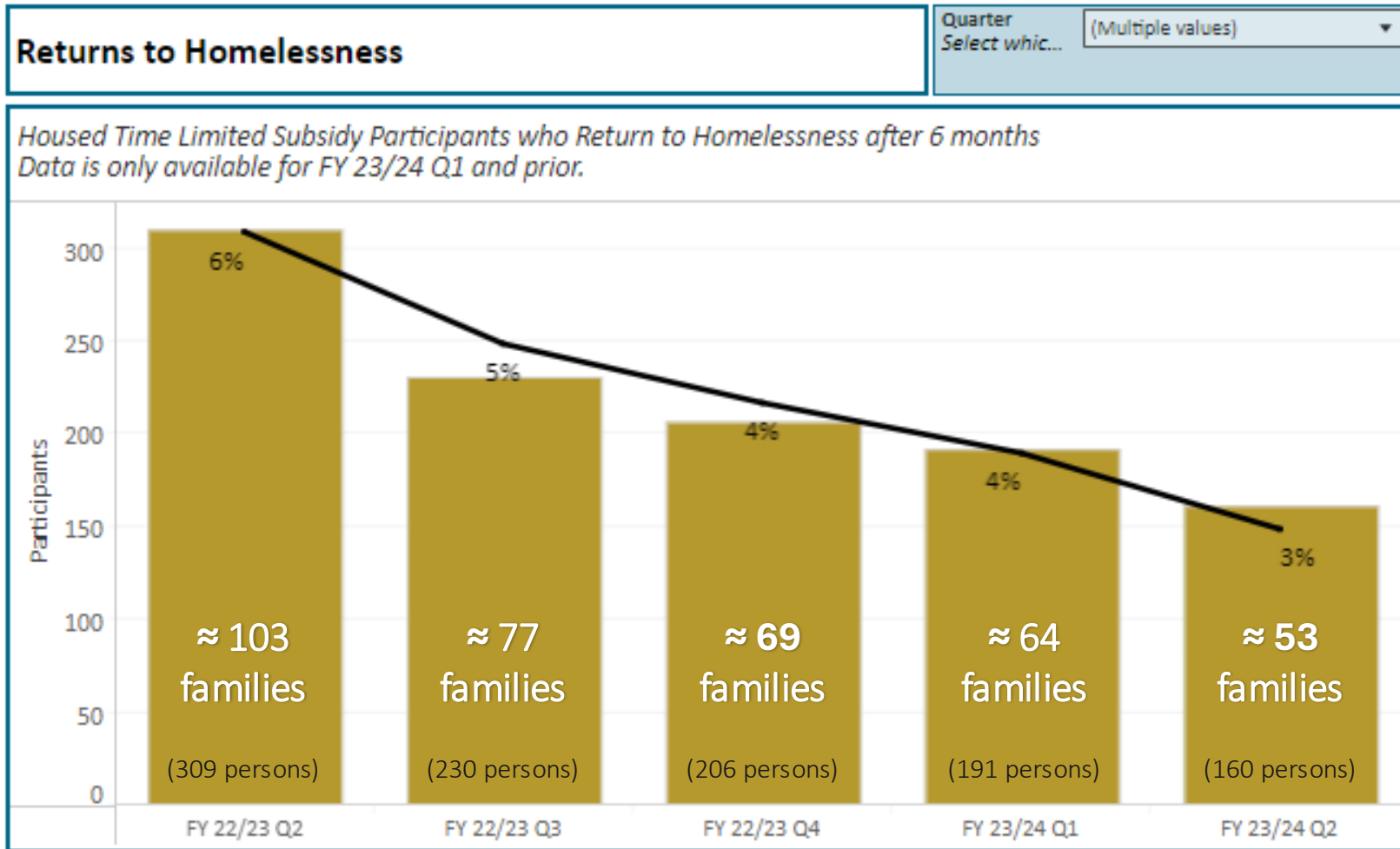
≈ 192 families



Quarter: FY 23/24 Q4
Participants Who Did Not Move to PH: 4,266 **≈ 1,755 families**

Quarter: FY 23/24 Q4
Participants Who Move to PH: 946 **≈ 315 families**





Participants who return to homelessness in 6 months after being housed by the TLS program include participants with either (1) an HMIS enrollment in a Street Outreach, Interim Housing, Access Center, Mobile Shower, Problem Solving, Safe Parking, or Safe Sleep program that occurs within 6 months of being housed by the TLS program, or (2) an exit to an unsheltered destination or a shelter that occurs within 6 months of being housed by the TLS program.

How you can help

How do I connect a family to CES?

- **Know when to link someone to a Sub-Population:**
 - Families (Adult with minor children)
 - Youth (ages 16-24)
 - Domestic Violence
- **Know the challenges of the Family System:**
 - Capacity: We want to be transparent to families so they are aware that Family housing may not be available in any SPA at the time of inquiry but capacity does change daily.
 - Interim Housing: There might be a wait time for families as the Family IH system is impacted across the county and resources are limited.
- **Know the CES Leads in your SPA area**
 - Know the CES Leads for each system in your area.
 - Attend Care Coordination meetings for your SPA.



Please note:



- **Capacity**
 - Family CES Capacity Challenges
 - We want to be transparent to families so they are aware that Family housing may not be available in any SPA at the time of inquiry. Capacity changes daily.
- **Referrer**
 - Family Interim Housing Capacity
 - There might be a wait time for families as the Family IH system is impacted across the county and resources are limited in the Family System.
- **Family Solution Centers**
 - Response Time
 - Once referral is received, the FSC will contact the Pt within 3 business days but in some instances it may be within 2 weeks due to referral overload.



How can you serve families:

- Get trained in Problem Solving –
 - Link: [Problem Solving for Non-HMIS Users](#)
 - Have staff join one of our Problem Solving trainings to learn how to directly connect families to Problem Solving support.
- Shelter –
 - Limited capacity of crisis housing inventory in the Family System.
 - Due to HUD guidelines, limited inventory for families and DPSS the majority of funding coming from DPSS we rely on outside partnerships in the community.
- Resources –
 - Food Pantry, Employment, Clothing, Flex Funds, etc.
 - By building partnerships between the resources the community has created and our homelessness system we can target some of the challenges our Families encounter and help their flow through our system be a bit easier.

Get trained in Problem Solving

- Person-centered, short-term housing intervention.
- Strengths-based approach that utilizes conversation and empowerment methods.
- Helps households resolve their housing crisis utilizing existing social supports.
- Aims to prevent or quickly resolve an episode of homelessness without utilizing CES Resources.

Five Main Outcomes Households Achieve

Permanently moving-in with family or friends



Maintaining their own residence



Family reunification out of town



Temporarily moving-in with family or friends



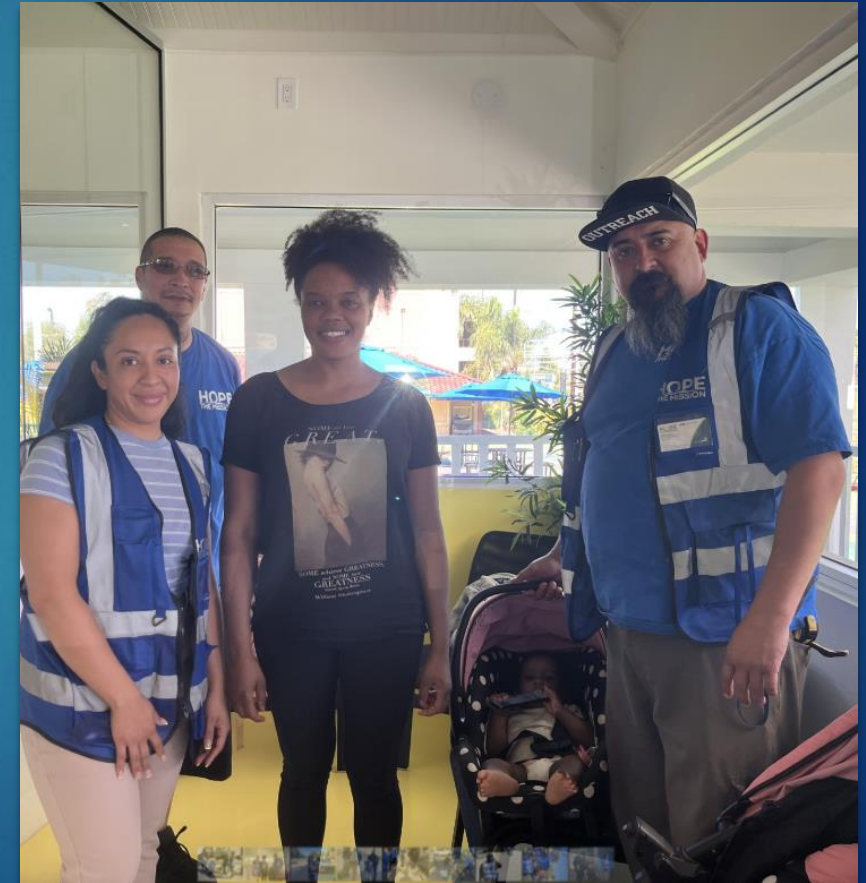
Secure new permanent unit



Outreach to Families

When Outreach Encounters a Family with Minors

- ▶ Ensure family's safety and immediate needs are met.
- ▶ Submit a referral to the local Family Solutions Center.
 - ▶ Referral to Safe Parking program if in a vehicle.
- ▶ Gather family documents.
- ▶ Problem-solving and diversion conversation.
 - ▶ Explore family reunification options.
- ▶ Attempt to connect to family resources outside the system.
 - ▶ Missions and other Faith-based resources.
- ▶ Connect to 211 / DPSS for emergency 1-time motel voucher.
- ▶ When necessary, request internal motel voucher from outreach agency.



Housing Families

How you can help with matching:

1. No one refers to “matching.”

Instead, refer to CES Access Points:

- Street Outreach
- Access Centers/Family Solution Centers
- Interim Housing
- DHS: Housing for Health
- DMH: housing team

2. Provide Disability Verification Form!



How PSH Matching Works:

1. CES Assessment = for PSH only!

- Adults: CESTTRR
- Families: VI-FSPDAT
- Transitional Age Youth: Next Step Tool
- TLS participants: Housing Acuity Index

2. CES Access → Enroll → Assessment

3. Prioritization & Matching

- Eligible Score
- Open Enrollment
- Program-specific requirements
- Document Ready
- Length of time





THANK YOU!

Phil McCollum

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