

Los Angeles County Homeless Outreach Portal (LA-HOP) Talking Points

What is LA-HOP?

This County-wide, web-based portal was 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 requests for homeless outreach (2) educate our community about what outreach teams can and can't do and (3) support the unique needs of outreach teams to respond to these requests.

We are grateful for Measure H, which supported the development of LA-HOP. The portal is mobile friendly and can be translated into seven different languages. The portal is designed to seamlessly route outreach requests from the public to the most appropriate team and track the fulfillment of these requests.

LA-HOP will go live on July 19, 2018. Visitors can access it via www.LA-HOP.org (please note the dash).



How does it work?

- Outreach requests are submitted by constituents via the webpage.
- Requests are automatically routed to the appropriate regional outreach coordinator
- The Region's Outreach Coordinator triages the request and sends to the most appropriate outreach team
- Outreach team leads accept the request, assign the most appropriate staff
- Outreach workers are then deployed to the location to provide outreach services.
- The entire process is routed and tracked via the online system.



A few important things to note:

- For medical or mental health emergencies, constituents should call 911.
- If constituents are concerned about crime or illegal activity, they should call their local law enforcement agency.
- For other services like bulky item pickup, illegal dumping, graffiti removal, and other environmental issues, constituents should contact their City or Municipality to request these.
- LA-HOP does not replace homeless encampment reporting protocols via the City of Los Angeles (my311), the County of Los Angeles and other jurisdictions. Constituents should contact their city or municipality for more information.
- There are many different types of outreach teams and agencies performing outreach throughout LA County. These include the Multidisciplinary Teams (MDTs), LAHSA’s Homeless Engagement Teams (HETs) and Department of Mental Health Teams. These teams often have different skill sets, geographic coverage, and population foci. LA-HOP takes the guesswork out of figuring out who should be contacted; the Outreach Coordinator in the region acts as the “air traffic controller” for all requests.
- Note that the outreach teams responding to LA-HOP requests are also conducting proactive outreach in pre-defined areas. Outreach requests may be for individuals and areas already being served by teams.
- Due to high demand, it may take a few days for an outreach team to be deployed and we may need to prioritize those individuals who are most vulnerable. With nearly 40,000 people living on the streets of LA County, the need for outreach services is great.
- All outreach services are voluntary and provided in collaboration with the person experiencing homelessness.
- LA-HOP will send an email to the requestor letting he or she know that the request was received. Please note that we are required by law to protect the privacy of those we serve; therefore, we are unable to share service details or updates.
- People who do not have access to the Internet may contact 211 to submit their outreach requests. Please note, however, that we recommend requests going through the website as we want constituents to read the “[Learn More](#)” section.
- For other frequently asked questions, please visit the “[Learn More](#)” page.