

**CITY OF LOS ANGELES**  
**INTER-DEPARTMENTAL CORRESPONDENCE**

**DATE:** June 25, 2021

**TO:** Honorable Mitch O'Farrell, Chair  
Honorable Mark Ridley-Thomas, Vice Chair  
Honorable Paul Koretz, Member  
Honorable Kevin de León, Member  
Honorable Paul Krekorian, Member  
Energy, Climate Change, Environmental  
Justice, and River Committee

**FROM:** <sup>for</sup> Traci J. Minamide, Interim Director and General Manager  
LA Sanitation and Environment



**SUBJECT: LA SANITATION AND ENVIRONMENT (LASAN) - REPORTS BACK ON CARE+ Cleanups / COVID-19 Crisis / Homeless Encampments / Centers for Disease Control (CDC) Guidelines, (CF#s: 21-0031)**

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On January 12, 2021, motion 21-0031 (Bonin, Raman, de Leon, Harris-Dawson) was introduced directing LA Sanitation and Environment (LASAN) to develop voluntary, service-based protocols for CARE+ operations citywide. The protocols should include:

- Compliance with CDC guidelines regarding public health and encampments,
- Regular, scheduled and well-publicized cleanings,
- Offers by LASAN of services such as trash pick-up, bulky item pick-up, etc.,
- Designation of areas where trash and waste can be placed for disposal and removal,
- Use of community partners and ambassadors to conduct outreach and facilitation,
- Provision of easy-ups or shade structures so people can temporarily relocate with their belongings during a cleaning
- Provision, through LASAN or partner agencies, of mobile showers, bathrooms, COVID-testing, tent exchange and distribution, food and water,
- Hiring of unhoused residents to keep areas tidy between LASAN cleanings,
- Reasonable accommodations for people with disabilities,
- No use of law enforcement personnel.

On April 20, 2021, the Energy, Climate Change, Environmental Justice, and River Committee requested LASAN to report back on motions regarding the piloted enhanced street engagement and hygiene services offered as part of the A Bridge Home (ABH) CARE+ services in the City of Los Angeles.

LASAN reported to the committee that it had implemented a pilot enhanced street engagement and hygiene services component into the ABH CARE+ services. Those piloted services are outlined below.

## **Background**

In July 2020, due to the need to address the state of cleanliness in the city, LASAN's Livability Services Division (LSD) was instructed to resume CARE+ comprehensive cleanings in established A Bridge Home (ABH) Special Enforcement Cleaning Zones (SECZ). The ABHs that have established SECZs with permanently posted signage, receive once per week comprehensive cleanings and twice per week spot cleaning services. Those ABH sites that have not established SECZs can schedule spot cleaning services on that particular Council District's regular day of service.

## **ABH CARE+ Enhanced Services**

Due to the ongoing concerns of the COVID-19 global pandemic, LASAN quickly piloted a form of enhanced services to be provided in conjunction with ABH CARE+ services. Those piloted services included the following:

- CARE+ comprehensive cleaning
- Mobile Hygiene Unit (MHU) sanitary shower and restroom service co-deployment
- Tent exchange and distribution service
- Sanitary kit distribution which includes masks, gloves, and hand sanitizer
- EZ-Up shade tents

Through coordination with the Los Angeles Fire Department (LAFD), the Los Angeles Homeless Services Authority (LAHSA), and the Unified Homeless Response Center (UHRC), LAFD coordinated mobile COVID-19 testing and vaccination services. These services are provided by the LAFD when resources are available.

## **CARE+ Comprehensive Cleaning**

The comprehensive CARE+ cleaning schedule creates transparent and predictable service within each posted ABH SECZ. Each posted SECZ receives CARE+ comprehensive cleaning once per week with the enhanced services. CARE+ service is always on the same day of the week and signs are permanently posted in each zone. CARE+ includes the removal of line of sight health hazards, the removal of trash, litter, and debris, and sanitizing the public right of way, and seeking compliance with ADA egress/ingress accessibility.

## **Mobile Hygiene Units**

Logistically, the current co-deployment of MHUs within ABH SECZs is successful because the number of available MHUs and the number of SECZs requiring service align. There are currently ten (10) operational MHUs but only sufficient staffing to deploy six (6) on each service day. LASAN will maintain MHU deployment to ABH SECZs for the foreseeable future. There is currently not enough funding for additional MHUs, staffing, and equipment for daily co-deployment of MHUs with each of the CARE+ teams citywide. The augmentation of funding and staffing for the MHU program in FY 21-22 will enable LASAN to fully deploy all ten (10) MHUs

with a possible expansion to thirteen (13) units by the end of the fiscal year. LASAN will work with the Council Offices to determine the future deployment of additional MHUs.

### Voluntary Trash Disposal

Trash, litter, and debris located in and around encampments continues to be an area of growing concern. Working in conjunction with multiple Council Offices and service providers LASAN has provided free trash bags to be distributed. The goal is to continue to build on a model of self-service. LASAN will procure and distribute more trash bags to Council Offices for additional self-service opportunities. Further, LASAN will look into adding trash collection services including the deployment of additional trash receptacles. Additionally, during ABH CARE+ services, LASAN deploys EZ-Up tents where people experiencing homelessness can voluntarily dispose of any additional unwanted waste. This feature will be incorporated into CARE+ servicing.

### Collaboration with Service Providers

The crisis of unsheltered Angelenos continues to grow. There are many proposed solutions to transition people experiencing homelessness from the city's public rights of way. LASAN has often been included in the larger social services discussions, however, LASAN's role is the removal of health hazards, as well as addressing trash, litter, and debris within the public right of way. LASAN does not provide a leadership role in the offering of social services and housing options to people experiencing homelessness. In the ongoing work to offer services and housing to people experiencing homelessness, LASAN provides support to the City's service providers and assists with voluntary disposal of trash, debris, and voluntarily discarded material.

There is a benefit to having service providers, who can and have forged meaningful and lasting connections with People Experiencing Homelessness (PEH) present and participating in the work that we do. On-site service providers conducting initial outreach and engagement during service operations is critical to building trust and encouraging voluntary maintenance of clean and passable sidewalks by PEH. LASAN has seen the results first-hand and strongly advocates to continue these partnerships. LASAN will begin the enhanced deployment of CARE+ services starting September 1, 2021 to allow ample time for service providers to conduct thorough and meaningful education, engagement, and outreach services across the region.

### Safety and Training

Safety is the number one priority for all field teams. There are times when the immediate safety of everyone during an operation becomes an urgent concern. During the unprecedented global pandemic, LASAN staff continued as front-line workers while facing increasingly difficult circumstances including the City's budget constraints and ever growing legal challenges. Added to these ever present concerns, striving to achieve clean passable sidewalks for all, has created a difficult and challenging work environment for staff. LASAN will provide both refreshers and new training for staff and continue to provide employee assistance.

Voluntary compliance with the city's laws on street engagement and hygiene is always LASAN's objective. At times, LAPD support is needed to ensure the safety of LASAN staff while performing their work. LASAN will continue to request LAPD support, including locations where pre-

deployment of LAPD resources may be needed. LASAN will continue to work with Council Offices, LAPD and the UHRC to identify those locations and request support.

### Scheduling and Deployment of CARE+ Teams

With the newly hired staff, the current CARE+ Calendar will become outdated and inconsistent with the level of service provided by LASAN. A predictable and transparent service calendar for service providers, agency partners, Council Offices, and the public will become the cornerstone of the newly augmented program with the goal of further enhancing efficiency and reinforcing LASAN's operational structure.

Scheduling locations in advance is key for transparency and to ensure all partners have a detailed schedule for each Council District. Moreover, it provides the necessary time for inspection, analysis and authorization taking into account safety for both PEH and city staff. At five service days per week, LASAN aims to reduce response times through a projected schedule two weeks in advance which is necessary to ensure smooth operation and confidence in administration. Utilizing a new electronic form for the submission of priorities two weeks in advance, Council Offices will continue to be a valuable partner in contributing to the service efforts.

### Support Management and Program Development

In order for LASAN to successfully develop and implement these identified service enhancements, LASAN will need to onboard a management team in LSD to oversee, and provide necessary guidance, and training to field staff. The upcoming FY21-22 budget includes four (4) management positions, which are in the Unappropriated Balance. One Solid Resources Manager I, one Refuse Collection Superintendent, One Chief Environmental Compliance Inspector II, and one Chief Environmental Compliance Inspector I. These critical positions provide the necessary support and oversight to the above outlined programs including those programs in the LSD not discussed. The management team will be responsible for the training and oversight of all citywide CARE/CARE+ teams, citywide Receptacles Collections Program, the CleanStat Street Indexing Program, the Mobile Hygiene Unit Program, and Illegal Dumping Collections. Additionally, management is responsible for addressing all divisional hiring, training, and personnel matters as well as responding to any and all litigation matters. Without this management structure in place as soon as possible, the staff and these programs will lack the necessary development, oversight and organization.

### Facilities

LASAN will need to work with city departments to quickly identify any available sites suitable for the placement of staff and equipment. LASAN can staff the 2 CARE+ teams identified in LASAN's upcoming FY 21-22 budget. However, the additional 7 CARE+ teams identified in the Unappropriated Balance will not have a facility location from which to report to work, make use of their work assigned vehicles, or a place from which to finish any outstanding reports. These required facilities will need to have ample space to house large commercial vehicles and equipment.

## **Recommendations**

LASAN recommends the following:

1. Resume and incorporate the above outlined CARE+ enhanced hygiene and street engagement services beginning September 1, 2021 including the following when resources are available:
  - a. Tent exchange and distribution,
  - b. Sanitary kit distribution,
  - c. EZ-Up tents,
  - d. Bottled water distribution
2. Request appropriate trained engagement personnel onsite during day of service to conduct outreach and engagement services
3. LASAN to develop pre-deployed voluntary trash disposal options, including trash bags and additional receptacle deployment serviced by the receptacle collection teams.
4. Training and retraining to be provided to LSD staff from various agencies including: mental health awareness, de-escalation techniques, and legal guidance and review.
5. Add position authorities and funding for the four (4) Management positions for Livability Services Division identified in the upcoming FY21-22 budget that are in the Unappropriated Balance. Total 9-month funding is \$460,013 for the Sanitation Solid Resources Manager I (\$128,495), Chief Environmental Compliance Inspector II (\$126,896), Chief Environmental Compliance Inspector I (\$106,831), and Solid Resources Superintendent (\$97,791).
6. Instruct all City departments to collaborate with LASAN to identify city-owned sites suitable for the staff and equipment needs of the Livability Services Division identified in the upcoming FY21-22 budget including any funding needed to begin operations at the identified sites. The procurement and development of new facilities is required for the expansion of the CARE+ Program which includes the 7 CARE+ Teams in the Unappropriated Balance.

Thank you in advance for your continued support of LASAN. If you have any questions or would like to discuss any of these items further, please feel free to contact me or Jose P. Garcia, Assistant Director, at (213) 485-2210.

TJM/JPG

c: Members of the City Council  
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Barbara Romero, Deputy Mayor, Mayor's Office of City Services  
Matt Szabo, Deputy Chief of Staff, Mayor's Office

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