

Communication from Public

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Comments for Public Posting: I fully support the Park/Kerkorian motion to apply key performance indicators to call contracts with LAHSA and its service agencies. As a former public sector performance audit manager, I appreciate the value of meaningful performance measures. For too long, LAHSA and its associated agencies have operated behind an opaque screen of closed-loop contracts with no discernable performance standards, nor have they been held accountable for the few standards they do publish. The deeply flawed 2022 PIT count is a prime example of how lax LAHSA's program management has become. Meaningful performance measures are not a threat to a well-managed organization. Rather, they are an opportunity to celebrate successes and improve processes. They also provide elected officials and the public with clearly-defined goals with which we can measure the agencies' performance. The clearly observable increase in unhoused people throughout the city is a compelling reason the time has long come for LAHSA and LAHD to be held accountable for the results of the huge investment taxpayers have made in mitigating homelessness. The City is about to receive millions more from Measure ULA, and residents must be assured those funds will be used to their highest benefit, and not allocated based on a fixation on a single solution to this crisis—a solution that time and again has failed to produce meaningful results. I would add one recommendation to the motion. The motion notes LAHSA has established the proposed KPI's, and gives LAHD responsibility to report the results to the Council. Both of these agencies have a long-standing relationship, and LAHD has not shown itself to be an assertive contract management agency. I urge the Council to use an independent, objective agency to measure the accuracy, veracity, and value of any KPI's adopted and reported by LAHSA and LAHD. The current City Controller has already made it clear he has no intention of pursuing meaningful performance measures regarding the use of our housing dollars, so I would recommend using an outside firm or another City office such as the Chief Legislative Analyst. Thank you