

CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

0220-06083-0004

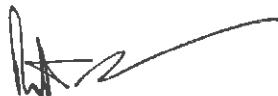
Date: July 28, 2023

To: Paul Krekorian, Council President
City Council

Nithya Raman, Chair
Housing and Homelessness Committee

Bob Blumenfield, Chair
Budget, Finance and Innovation Committee

From: Matthew W. Szabo, City Administrative Officer
Office of the City Administrative Officer



Subject: **HOMELESSNESS EMERGENCY ACCOUNT - GENERAL CITY PURPOSES
FUND FIFTH STATUS REPORT (C.F 22-1545) AS OF FRIDAY, JULY 14, 2023**

On January 18, 2023, the City Council and Mayor approved the motion (C.F. 23-0033) to establish the Homelessness Emergency Account (HEA) to address the City's homelessness crisis and approved the transfer of \$23,462,698.25 from the COVID-19 Emergency Response account and \$26,537,301.75 from the Additional Homeless Services - General City Purposes account for a total of \$50,000,000. The City Council and Mayor also authorized the City Administrative Officer to spend the funds as directed by the Mayor, and to provide reports to Council on the expenses incurred and purposes for which the funds were used.

During the annual budget process for FY 2023-24, the Council and Mayor approved an additional \$250 million in funding. An initial allocation of \$65.7 million was appropriated at the beginning of the fiscal year to the HEA with the remaining balance appropriated to the Inside Safe Reserve Fund account. If the available uncommitted balance in the HEA is below \$25 million during the fiscal year, the CAO is instructed to provide a memo to the Mayor, Council, and Controller requesting the Controller to effectuate a transfer within 10 business days of receipt. A transfer of \$25 million from the Inside Safe Reserve Fund account will be completed until the \$184.3 million has been allocated to the HEA. The Council may change this transfer instruction with a majority vote, subject to the Mayor's veto. Regular reporting is required to continue the automatic transfer of funds from the Inside Safe Reserve Fund account for this fiscal year.

As of July 14, 2023, \$18,143,142.89 has been expended from the HEA with \$31,856,857.11 remaining in the prior fiscal year allocation. Payments made from this account were impacted by the year-end financial deadlines. The CAO is currently working on reconciling last fiscal year expenses and will provide the close out information in a future report. Based on updated projections of known services for last fiscal year, \$32,619,694 is expected to be expended for services through June 30, 2023. The difference in the year-end projections from the previous report is due to projected hotel nightly costs, LAHSA Service Provider Costs and LAPD overtime. Attachment 1 provides a summary of anticipated obligations for FY23 and projected expenditures for FY24 from the Homelessness Emergency Account.

Attachment 2 provides budgeted categories for the \$250 million approved in the FY 2023-24 budget. As of Friday, July 14, 2023, there was \$0 encumbered and \$0 expended for eligible costs since July 1, 2023.

INSIDE SAFE METRICS

Regular reporting on the outcomes achieved through the use of funds related to housing individuals is required and is included in this report. The Los Angeles Homeless Services Authority (LAHSA) has developed a data module within the Homelessness Management Information System (HMIS) to track key metrics for Inside Safe. Attachment 3 includes a summary of Inside Safe outcomes as of July 14, 2023. Attachment 4 includes a one-page summary of Inside Safe outcomes as of July 27, 2023, prepared by LAHSA and an additional breakdown of the participant status by Council Districts. The current retention rate of the program is estimated to be 90 percent. These numbers may change as LAHSA continues to work on further reconciling service provider data with HMIS entries to resolve duplicate placements and other discrepancies as well as refining the new Inside Safe data module.

The Mayor's Office reports that two Inside Safe operations were completed between June 23 and July 14, 2023. On June 29, 2023, an estimated 42 people from encampments in the La Brea & Obama Boulevard area of Council District (CD) 10 were housed in Inside Safe motel rooms. On July 6 and 7, 2023, Inside Safe addressed an encampment in Paxton Park in CD 7 and under the 118/5 interchange. The layout of this encampment was challenging, but the collaboration between the Mayor's office, Council office, service provider, LAHSA, and City, County, and State agencies helped provide housing for 53 people in Inside Safe motel rooms. The total for this reporting period is an estimated 95 people. Additional information is included in Attachment 5.

DISCUSSION

As of July 14, 2023, the Homelessness Emergency Account (HEA), established to support the rollout of Inside Safe, has paid \$18,143,142.89 of previous fiscal year funding with updated total obligations of \$32,619,694 estimated through the end of FY 2022-23. Fiscal year-end closeout will be included in an upcoming report. Delays in reconciling previous year obligations are due to pending invoice and cost submissions. The expenses paid to date primarily consist of hotel and motel invoices, lease and operating costs of the LA Grand Hotel, Los Angeles Police Department (LAPD) charges for encampment cleanup support, Los Angeles Department of Transportation

(LADOT) expenses for transportation of Inside Safe participants, and costs provided by the Los Angeles Homeless Services Authority (LAHSA) related to service provider budgets for encampment resolution. Additionally, the costs for 17 housing fairs (which helped move people to permanent housing) are included in these expenses. The CAO is working with hotel and motel owners, City departments and LAHSA to receive final invoices for services through June 30, 2023. City departments were requested to leverage existing funding for Inside Safe activities last fiscal year, if eligible. It is important to note that the obligated number is based only on funding requests provided to the CAO's Office as of July 14, 2023.

Due to the timing of this report, no expenditures or encumbrances were reported for the new fiscal year. The CAO's and Mayor's Offices are working with LAHSA to project individual service provider costs through June 30, 2024. Additional programmatic planned expenditures will be included in future reports as they are identified.

Council Offices have requested additional information to be included in these reports to assess the total cost of the Inside Safe Program, describe services provided at sites, as well as reporting on contributions by the County. The CAO's and Mayor's Offices have requested from LAHSA the leveraged funding information for Service Providers and LAHSA is currently working on this request. To ensure the most accurate information is provided, this information will be addressed in upcoming reports.

Inside Safe Motel and Hotel Invoicing

As of July 14, 2023, the motel invoices received to date include 404 invoices from 38 individual hotels, totaling 57,533 hotel room nights. The current hotel room interim housing stock based on invoices received through July 14, 2023 is 638 rooms, which includes rooms for service providers and security. It does not account for double or multiple occupants sharing a room. Including the 481 rooms in LA Grand, the total hotel room interim housing stock is 1,119 rooms. The number of individual hotels has more than doubled since the CAO's first report ending March 31, 2023, from 17 to 38 hotels. In addition, the number of invoices received to date has increased 708 percent since the first reported 50 invoices received.

The invoice process involves sites submitting invoices to the CAO's Office for review by both Service Providers and CAO staff. Once the review is complete, the CAO submits the invoice to the Mayor's Office for payment approval and subsequently to the City Clerk for payment processing. If payments exceed a certain amount, the City Attorney's Office will review as well; however, this step is not necessary if there is a booking agreement (i.e. contract) with the hotel location. Once a booking agreement is executed with a hotel owner, payment processing is completed quicker than when a booking agreement is not in place. As of July 14, 2023, there were 29 executed booking agreements. The Mayor's Office and the General Services Department (GSD) are taking the lead on this effort with the City Clerk's Office completing the entries into the City's Financial Management System (FMS). Finally, the Controller's Office remits payment to the motel owners. The CAO is finalizing an internal approval system to help streamline submissions to the Mayor's Office for approval and City Clerk for processing, which is expected to be completed in early August.

Facility expenses incurred to date total \$31,203, including property improvements, repairs/damages, and valuation reports.

LA Grand Hotel

On February 24, 2023, the CAO released the Revised Sixteenth Roadmap Report (C.F. 20-0841-S31), which authorized the extension of the LA Grand Hotel lease from February 1, 2023, through February 1, 2024, for use as interim housing. The lease covers a total of 481 rooms with a rate of \$154/night, which includes meals. Lease costs expended through June 30, 2023, were \$8,749,680.83. Estimated remaining lease costs through February 1, 2024, are projected to be \$13,194,609.16, which may increase based on occupancy. The City is obligated to pay a minimum monthly cost based on an occupancy rate of 85 percent.

LAHSA Service Provider Contracts

LAHSA and the Mayor's Office are involved in ongoing assessments of service provider budgets, with an estimated total of \$16,088,774 allocated to twelve service providers (including LAHSA administrative costs) through June 30, 2023. Budgets for FY 2022-23 have been leveraged by LAHSA and service providers using other existing funds for homelessness services and LAHSA is working to report this information per the CAO and Mayor's Offices' request. This information will be included in a future report. To date, two supportive services-specific invoices have been submitted to the City for reimbursement from the Homelessness Emergency Accountant.

For services at the LA Grand through June 14, 2023, LAHSA contracted with The Salvation Army to provide supportive services and arranged nursing and security with a contract cost of \$5,151,678. Weingart began transitioning services on June 1, 2023, and will continue through January 31, 2024. The overlap of services was to ensure a seamless transition between providers. The negotiated amount for the Weingart contract is \$9,019,449.

The Inside Safe program model also includes housing fairs, which provide staffing, necessary materials, and Uber rides to clients to visit different housing options. So far, 17 housing fairs have been held, which cost approximately \$59,459.45 total to date. Of the 17 events, four were considered mobile events that included county, state, and federal agencies to assist participants with obtaining birth certificates, Department of Public Social Services benefits (Cal-Fresh, General Relief, Medi-Cal, etc.), social security cards, and DMV identification readily available onsite. One housing fair has been held since the start of the fiscal year and is included in the stated total. The primary objective of these housing fairs is to simplify the process of moving someone into permanent housing by bringing together all the necessary resources under one roof. Services are offered to help individuals with lease up, such as obtaining an ID, birth certificate or social security card, or locating an apartment.

LAHSA continues to work with providers to ensure all exit data is entered into HMIS and is up to date and has committed to providing reconciled and verifiable exit data for Inside Safe regular reporting. More information on this effort is included in Attachment 5.

City Department Costs

LAPD has submitted for reimbursement a total of 1,539 overtime hours related to Inside Safe from December 19, 2022 through June 30, 2023, at the cost of \$147,589.99. The projected straight line costs based on last year's expenditures is approximately \$273,000. Primarily, LAPD has been providing support for, and ensuring the safety of, City staff and Inside Safe participants. To date, there have been zero arrests during the initial phase of operations.

LADOT has charged \$84,921.57 in operating costs associated with citywide transportation of Inside Safe participants through June 30, 2023. The department has utilized existing contracts with shuttle services to provide transit from encampment sites for people experiencing homelessness and their belongings to hotels and motels. LADOT is working with its contractor to provide final invoices for services through June 30, 2023. During the FY 2023-24 budget process, the Council and Mayor approved \$600,000 in contractual services within the City's Homelessness Budget for LADOT's transportation of Inside Safe participants.

Personnel's contract with Chrysalis to provide facilities support at the LA Grand ended June 14, 2023. The total costs from February 1, 2023, through June 14, 2023, are estimated to be \$976,591.29 and are pending final invoices to be submitted by the contractor.

The City Clerk's Office continued to provide oversight and coordination of the Chrysalis contracted staff through June 14, 2023. The total costs from February 1, 2023, through June 14, 2023, are estimated to be \$27,169.26, pending final year-end closeout information. Beginning June 15, 2023, Chrysalis services were included under Weingart's contract and will no longer require the support of Personnel and City Clerk staff.

Should you require any additional information, please contact Kendra Leal, Senior Administrative Analyst II, at kendra.leal@lacity.org.

RECOMMENDATION

Note and file.

cc: The City Council
 The Honorable Karen Bass, Mayor
 Mercedes Márquez, Office of the Mayor
 Sharon Tso, Chief Legislative Analyst
 Kenneth Mejia, City Controller
 Hydee Feldstein Soto, City Attorney
 Dr. Va Lecia Adams Kellum, Chief Executive Officer, LAHSA

Attachments:

1. Inside Safe FY23 Anticipated Obligations and FY24 Projected Expenditures
2. FY 2023-24 Inside Safe Budget Categories and Breakdown
3. Inside Safe Program Metrics as of July 14, 2023
4. Inside Safe Program Metrics as of July 27, 2023
5. Appendix from Mayor's Office of Housing & Homelessness Solutions

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Attachment 1: Inside Safe FY23 Anticipated Obligations and FY24 Projected Expenditures

Item	FY23 Anticipated Obligations ¹	FY24 Projected Expenditures ²	Notes
Private Motel Costs ³	\$6,513,764	\$29,792,123	FY23 anticipated costs provided support for approximately 55,236 motel room nights through June 30, 2023. The FY24 projected amount estimates an additional 265,385 motel room nights (plus contingencies) through June 30, 2024. ⁴
Contracted Motel Costs (LA Grand)	\$8,749,681	\$13,194,609	FY23 LA Grand costs are based on submitted invoices by GSD, which includes food costs. Total LA Grand capacity is 481 rooms. FY24 expenditures costs are based on submitted invoices and estimated costs through February 1, 2024. LA Grand lease authorized from February 1, 2023, through February 1, 2024, for use as interim housing.
Facility/Operating Expenses	\$31,203	\$18,000,000	FY23 facility expenses include property improvements, repairs/damages, and valuation reports related to motels. FY24 eligible operating expenses include insurance, damage mitigation, incidentals, and furnishings.
Subtotal Motels	\$15,294,647	\$60,986,732	
LAHSA Service Provider Costs	\$16,088,774	\$38,431,055	FY23 LAHSA Provider Costs include twelve service providers for encampment resolutions as well as supportive services to LA Grand occupants. This amount is currently waiting final approvals and invoicing for services through June 30, 2023. FY24 projected costs are based on nine service providers and existing case load. This does not include projections for future encampment resolutions.
Subtotal LAHSA Costs	\$16,088,774	\$38,431,055	
City Departments	\$1,236,272	\$273,000	The FY23 costs include LAPD overtime, LADOT passenger transportation for PEH participating in the Inside Safe Program, and Personnel's Chrysalis contract and City Clerk's Office oversight for facility support at LA Grand. The FY24 projection is for LAPD overtime only. City Department support for LA Grand transitioned to Weingart and LADOT transportation funding is not provided by the HEA.
Subtotal City Operations	\$1,236,272	\$273,000	
Permanent Housing	\$0	\$31,000,000	FY23 funding was not allocated for this category. The FY24 budgeted amount includes move-in support (landlord incentives, security and utility deposits, furniture, etc.) and 400 Time-Limited Subsidies (2-years) for people transitioning from motels to the Permanent Supportive Housing (PSH) pipeline.
Subtotal Permanent Housing	\$0	\$31,000,000	

Attachment 1: Inside Safe FY23 Anticipated Obligations and FY24 Projected Expenditures

Item	FY23 Anticipated Obligations ¹	FY24 Projected Expenditures ²	Notes
Motel Acquisition	\$0	\$47,000,000	FY23 funding was not allocated for Acquisition costs. The FY24 budgeted amount of \$47M would leverage \$31M in Project HomeKey 3 funding. The City could acquire 3 - 4 larger motels (154 rooms total) and fully fund 5 years of operations and maintenance.
Subtotal Acquisition	\$0	\$47,000,000	
Grand Total	\$32,619,694	\$177,690,787	

¹ The Anticipated FY23 Obligations column represents funding requests received for actual services provided and paid as well as estimated funding requests for services anticipated to be completed as of June 30, 2023.

² The Projected FY24 Expenditures represents funding estimates for anticipated services and activities to be encumbered by June 30, 2024.

³ The Mayor's Office has coordinated with hotel owners to book individual rooms to move persons experiencing homelessness (PEH) indoors while pending permanent housing placement.

⁴ Private motel costs for FY23 and FY24 are based on invoices received as of July 14, 2023. This does not include any invoices that were not submitted to the CAO's office; however, it does include a portion set aside for contingency costs, which may include missing or late billed hotel invoices.

Attachment 2: FY 2023-24 Inside Safe Budget Categories and Breakdown

Interim Housing		Comments
Motel Nightly Rentals	\$92,000,000	\$150 per night estimate due to reaching capacity of 2-star motel inventory
Operating Expenses	\$18,000,000	Includes insurance, damage mitigation, incidentals, furnishings
<i>subtotal</i>	<i>\$110,000,000</i>	
Service Provider Support Services		
Street Engagement	\$6,000,000	Staff costs: long-term, on-going/pre-operation outreach efforts to build relationships with PEH prior to coming indoors
Case Management	\$16,000,000	Staff costs: includes individual case management in motels as well as housing navigators
Indirect	\$16,000,000	Overhead to include support staff, facility costs (rent, utilities)
Resident Monitors	\$10,000,000	Each motel has resident monitor to support PEH and liaise with motel staff
Food	\$13,000,000	\$21 per person, per day (meal delivery services, grocery store gift cards)
Storage	\$1,000,000	Includes storage rental for PEH surrender belongings
<i>subtotal</i>	<i>\$62,000,000</i>	
Permanent Stay		
Move-In Support	\$13,000,000	Includes landlord incentive, security deposit, furnishing, utility deposit, and other move-in costs
Rental Assistance	\$18,000,000	2-year Time-limited subsidies (\$1,833per month) for 400 people transitioning from motels to PSH pipeline
<i>subtotal</i>	<i>\$31,000,000</i>	
Acquisition		
Motel Acquisition	\$47,000,000	This \$47M would leverage \$31M in Project HomeKey 3 funding. The City could acquire 3-4 larger motels (154 rooms total) and fully fund 5 years of operations and maintenance.
Total	\$250,000,000	

Attachment 3: Inside Safe Program Metrics as of July 14, 2023

Table 1. Inside Safe Program Metrics as of July 14, 2023

Number of Encampment Operations	22
Number of Targeted Inside Safe Efforts ¹	7
Number of Council Districts	13
Number of Initial Placements ²	1,463
Number of Arrests During Initial Encampment Operations	0
Number of Housing Fairs To Date	17
Pounds of Waste Removed	284,188

¹ Includes scattered encampment relief efforts to move PEH into hotel rooms as well as transitioning Augmented Winter Shelter and Project Roomkey transfers into Inside Safe.

² This amount may change pending further updates from LAHSA.

Table 2. Inside Safe Encampment Operations by Council District as of July 14, 2023

Council District	No. of Operations
Council District 2	1
Council District 3	1
Council District 4	1
Council District 5	2
Council District 7	1
Council District 8	3
Council District 9	2
Council District 10	1
Council District 11	3
Council District 12	1
Council District 13	2
Council District 14	2
Council District 15	2
Total Operations as of July 14, 2023	22

Inside Safe

Los Angeles Homeless Services Authority Report

Updated July 27, 2023. Please disregard all previous reports.

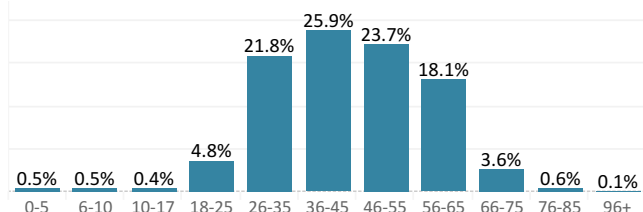
22 Encampment Operations	1,463 Individuals Served	83% Housing Retention	90% Program Retention	8% Permanently Housed
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Current Status of Clients Served

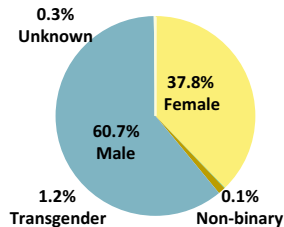
108 Currently Permanently Housed	Permanent Housing	Time Limited Subsidy	79 (5.4%)
		Permanent Supportive Housing	10 (0.7%)
		Reunified	5 (0.3%)
		Exited to Subsidized Housing	10 (0.7%)
		Exited to Unsubsidized Housing	1 (0.1%)
		Undefined	3 (0.2%)
1,105 Currently in Interim Housing	Interim Housing	Motel	979 (66.9%)
		Other Interim Housing	67 (4.6%)
		ABH	31 (2.1%)
		Tiny Home	28 (1.9%)
97 Served from the Streets			
	Served from the Streets		97 (6.6%)
153 Program Exits			
	Left Program		140 (9.6%)
	Medical or Psychiatric facility		4 (0.3%)
	Incarcerated		3 (0.2%)
	Deceased		6 (0.4%)

Demographics

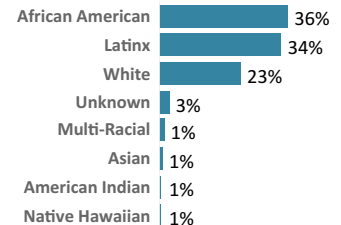
Age



Gender



Race & Ethnicity



Individuals Served: In addition to the encampment operations, Inside Safe also includes clients who were living in other adhoc encampments throughout the city since January 2023 and clients that were living in the LA Grand on Feb 1, 2023 when it no longer became a PRK site. The non specific encampment based clients comprise 323 individuals.

Housing Retention: Includes people who have moved into and are currently living in interim and permanent housing. The percentage is calculated by distinct count of individuals currently in housing divided by distinct count of clients served excluding those that have passed away.

Served from the Streets: This includes clients who have left interim or permanent housing, but who are currently still engaging with outreach and housing programs.

Left Program: Clients who have left the program and are not active in any other homeless services program in HMIS.

Percentage Permanently Housed: Calculated from all clients currently not exited from program

Duplicative Clients: As a note there have been 13 clients who have been involved in more than one resolution. They are deduplicated in the total count.

Data Quality:

The report includes only data that providers have entered into HMIS. Providers have up to 72 hours after an interaction with, or a change in status of, a client to make a record in HMIS. Due to the dynamic nature of the program and its participants, this process may take longer than 72 hours. There may also be additional activities that have yet to be captured in HMIS. LAHSA and service providers strive for complete, accurate, and timely data in HMIS. The Data Management team at LAHSA is actively collaborating with providers to resolve any data discrepancies. Below are the identified data discrepancies we are currently working to resolve:

- 42 clients who have no record of ever entering interim housing.
- Clients enrolled in LA Grand after Feb.1 that did not originate from an Inside Safe encampment resolution
- Discrepancies in total clients served at some encampments and winter shelter sites
- 3 clients with undefined permanent housing destinations. This includes clients who have move in dates in programs that are not TLS or PSH, and whose most recent exit destination is not clear.
- 7 clients who have rental assistance recorded, but no move in date or address recorded. These individuals will not be counted as permanently housed until a move in date is recorded.

Attachment 4: Inside Safe Program Metrics as of July 27, 2023

Inside Safe Participant Breakdown by Council District as of July 27, 2023 ¹

CD	Total Participants	Motels + LA Grand	ABH	THV	Other Interim Housing	Permanent Placements	Other Exits, dispositions, or in Data Reconciliation
2	48	10	4	22	0	2	10
3	45	34	1	0	1	1	8
4	29	23	0	0	3	1	2
5	69	53	3	0	0	4	9
7	53	40	1	0	0	0	12
8	86	67	0	0	0	15	4
9	104	79	3	0	2	4	16
10	26	26	0	0	0	0	0
11	162	121	4	0	0	20	17
12	57	49	0	0	0	0	8
13	96	78	0	0	6	5	7
14	284	196	0	0	6	12	70
15	117	91	2	1	0	8	15
N/A	300	122	13	5	51	36	73
Total¹	1,476	989	31	28	69	108	251

¹ This information may change pending further updates from LAHSA. Table only used for diagnostics

Introduction

This appendix was created to provide programmatic and policy updates. This report provides additional information on the following topics: 1) Inside Safe data; 2) Inside Safe site selection and our expanding ability to assess encampments; 3) current lengths of stay in Inside Safe interim housing; 4) leveraged services with the County; 5) LAHSA contracts with Inside Safe service providers; and 6) software solutions being explored.

Inside Safe Data

The Mayor's office launched Inside Safe in December 2022. It is the first housing-led, low-barrier encampment to permanent home program adopted at this scale. Los Angeles has implemented a number of programs and strategies to support people experiencing homelessness, yet has lacked a citywide cohesive housing and supportive service delivery system. Inside Safe works to change that by institutionalizing a coordinated and comprehensive infrastructure.

LAHSA is responsible for the maintenance of the Homeless Management Information System (HMIS) and the data collection and reporting pertaining to the unhoused across all of the City's homeless programs. Therefore, LAHSA is responsible for the design and maintenance of a compatible data system for Inside Safe. It is well known that data collection, data accuracy, and timely reporting at LAHSA have historically been a challenge. Within this context and while also developing a new Inside Safe HMIS data module, it has been understandably difficult to generate timely and accurate reports.¹

The Mayor's office has dedicated staff to support LAHSA's data collection with a primary focus on initial participant placements (intakes). Ensuring accuracy as people enter Inside Safe is vital. Without that, we cannot properly track individual progress through the program nor can we report aggregate data by which to track program efficacy.

Intake data is the foundational information needed and to which other data points (i.e: permanent housing and exits) are tethered. Everything else is secondary. This report outlines the level of work that has been required to make significant improvements in its accuracy. Over the past 7 months, LAHSA Inside Safe's HMIS intake data has improved from 59% accuracy in March 2023 to 93% as of July 14, 2023. As of July 27, 2023, permanent housing and other exit data has not yet achieved an acceptable level of accuracy and will continue to be the focus of improvement.

¹ LAHSA is adapting their outreach module program to track Inside Safe within HMIS, which requires significant investment with their vendor to add fields. As they combine it with their interim housing module, providers will be able to more easily track housing navigation, time-limited subsidy assignments, exit data and interim housing client services.

Attachment 5: Appendix from Mayor's Office of Housing & Homelessness Solutions

At the start of Inside Safe and as LAHSA initiated the development of the dedicated data module (late-December, 2022 to mid-March, 2023), service providers submitted participant data directly to the Mayor's office. Given the need for program data and a not-yet-built data module at LAHSA, the Mayor's office developed and conducted a service provider survey in March 2023 to gather summary data.

LAHSA's first March 2023 HMIS Inside Safe report was generated from a system that was still in early development. With that understanding, the Mayor's office assumed provider data as 100% accurate and compared LAHSA's HMIS March 2023 report data against it. LAHSA accuracy rates compared with service provider survey data from March 2023 were as follows:

- Intake data - 59% accuracy
- Permanent housing data - 4% accuracy
- Exit data - 0% accuracy²

With intake data at 59% accuracy, it follows that accurate permanent housing and other exit data is not yet achievable. We all understood that working on intake data was paramount and increased collaboration with LAHSA ensued.

LAHSA and the Mayor's office data teams established an iterative process by which both teams gathered and verified data. New LAHSA leadership provided additional staffing for the LAHSA data team. The Mayor's data team has analyzed data, improved query instructions and refined verification processes to yield significant results.

Throughout the spring of 2023, the CAO's office and Mayor's office worked together to prepare reports and agreed that the development of the LAHSA data module was not yet far enough along. Therefore, both offices relied upon service provider intake data reported to the Mayor's office as the most accurate source to report, with the exception of the Augmented Winter Shelter numbers which came directly from LAHSA staff.³ The Mayor's office continued to gather participant data directly from service providers and that aggregate intake data was used for the CAO's first three Homeless Emergency Account (HEA) reports (April 21, May 16, and June 2, 2023).

² HMIS report discrepancies were the result of a few issues: refinement of querying in LAHSA's reporting structure; delays in service providers' client data entry within HMIS; and clerical errors or typos. The accuracy score is based on the mean absolute percentage error. For the purposes of reporting, we assign 100% as a perfect alignment between the two data sources, and 0% as no statistical reliability. The March LAHSA report versus March service provider data gave a baseline score of 0%. The discrepancy between LAHSA and service providers is too large to accurately represent exits. An example of this math would be, if a service provider says they housed 100 people but HMIS says it housed 200 or more people. The deviation is too large to relate the two numbers for an accuracy score and the math will result in negative percentages.

³ Augmented Winter Shelter numbers have been declared final by LAHSA and then later reduced multiple times - our most unreliable intake data by far

Attachment 5: Appendix from Mayor's Office of Housing & Homelessness Solutions

On June 23, 2023, LAHSA's data team released Inside Safe HMIS Report 2.0, employing a different tracking methodology.⁴ The Mayor's office conducted a second survey of service provider data in June 2023 to chart both data accuracy and as such, the maturity of the data module as expressed in the June 2023 2.0 report. This time, LAHSA's 2.0 report significantly increased intake data accuracy. However, permanent housing and other exit data in this June 2023 report continued to fall below a reliable rate of accuracy, as follows:

- Intake data accuracy increased from 59% in March 2023 to 93% in June/July 2023
- Permanent housing data increased from 4% in March 2023 to 66% accuracy in June 2023 (increased to 73% as of July 21, 2023).⁵
- Exit data increased from 0% to 27% accuracy as of June 12, 2023.⁶

The CAO's office and Mayor's office agreed that for the fourth CAO report on June 30, 2023 LAHSA's HMIS intake data had improved sufficiently to be used in aggregate. A net difference of only 2 people had been achieved between LAHSA's overall intake number and the provider intake data tracked in the Mayor's office.

The LAHSA July 14, 2023 2.0 report demonstrated that intake data overall continues to improve. Discrepancies still exist when looking at encampment-level data. In the July 27, 2023 2.0 report, LAHSA improves permanent housing and other exit data, but it continues to fall below a reliable rate of accuracy. This July 27, 2023 2.0 report adds an element that merits mention. For the first time, the 2.0 LAHSA dashboard identifies outstanding key data quality issues yet to be resolved, articulating that this data system has multiple variables that LAHSA tracks concurrently, all of which impact data accuracy. Numbers can fluctuate from one report to another as LAHSA works with providers to reconcile inconsistencies and inaccuracies. We expect these issues to become fewer as the data module matures.

Inside Safe Encampment Selection

Our data team is exploring an encampment severity score which will allow using data points from City agencies (EMS, sanitation, LAFD, LAPD and others) to inform encampment assessment, selection and cost tracking.

⁴ The Mayor's office is waiting to receive the accounting of the change in methodology between the versions of LAHSA Reports (1.0 and 2.0) along with an explanation of why the data from those two reports does not align with each other nor with our initial reporting.

⁵ The Mayor's office conducted a provider survey on July 21, 2023 limited to permanent housing data. The July 27, 2023 permanent housing data has yet to be verified. Therefore, we do not know if accuracy has increased or decreased as of July 27, 2023.

⁶ We do not have verified comprehensive exit data for July, 2023 given that the last comprehensive survey including exit data was conducted on June 12, 2023.

Attachment 5: Appendix from Mayor's Office of Housing & Homelessness Solutions

The Mayor's office continues to collaborate with City Council offices to lead encampment selection, factoring in issues such as service provider capacity, availability of interim housing, public health and public safety concerns, proportion of City's homeless population, the equitable distribution of resources citywide and the presence of vehicles/vehicle dwellers.

Interim Housing Lengths of Stay

The lack of a coordinated interim to permanent housing infrastructure continues to impact Inside Safe. Inadequate staffing for housing navigation across the delivery system (LAHSA, HACLA, County and housing providers) as well as the lack of permanent housing continue to create a bottleneck transitioning people from interim to permanent housing.

LAHSA has reported that they are funded to handle only 30% of the City's housing navigation needs and that, despite that funding, they have been unable to hire enough navigators to do even that 30%. The Mayor's office has worked to coordinate and augment housing navigation resources. HACLA, for the first time in its history, now employs housing navigation staff. They have also increased both permanent and contract staff to process voucher applications. LAHSA is developing a plan to add capacity both in document readiness and housing navigation. The Mayor's office is hiring staff to be trained to help with document readiness and additional staff are being hired to coordinate document readiness across the system (HACLA, LAHSA, LAHD, housing and service providers as well as developers).

We are inquiring about the LAHSA housing fairs designed to expedite permanent housing placements. We await additional information about the results of these fairs and will share them once the LAHSA contractor provides detail.

Leveraged County Services

LAHSA reports that outreach, housing navigation, Time-Limited Subsidies and County health services are being leveraged from County contracts and augmented with LAHSA resources. The CAO's and Mayor's Offices have requested from LAHSA the leveraged funding information for Service Providers and LAHSA is currently working on this request.

Service Provider Scope of Work

The Mayor's office is working with LAHSA to update the Inside Safe Service Provider Scope of Work to include expanded case management, defined direct service delivery, and increased care coordination to ensure people participating in Inside Safe are accessing uniform levels of care citywide.

The LA Grand Hotel

According to the Weingart Center, the onsite operator, as of July 11, 2023, there are 334 rooms occupied with 377 people. According to PATH, the onsite housing navigation provider, there have been 36 permanent housing placements since February 2023. We continue to approximate that 2/3 of the participants at the LA Grand Hotel are local to Council District 14.

Software Solutions

The Mayor's office has been exploring software solutions to expand data collection and streamline Inside Safe fiscal and programmatic processes, such as motel invoicing and tracking bed availability. Software tools that have HMIS integration with a proven track record in other cities are being prioritized. The CAO is spearheading exploration of a motel inventory tracker that, especially as we move into long term leasing and acquisitions, would allow real time tracking of motel occupancy as well as quick verification for motel invoicing.