

**WEST HOLLYWOOD  
FIVE-YEAR PLAN  
TO ADDRESS  
HOMELESSNESS:  
2020 PROGRESS UPDATE**

June 15, 2020



**ATTACHMENT A**

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**Prepared by the City of West Hollywood’s Strategic Initiatives Division**

Corri Planck, Manager

Elizabeth Anderson, Strategic Initiatives Program Administrator

Diane Kahn-Epstein, Strategic Initiatives Program Administrator

Jenny Ivanova, Strategic Initiatives Specialist

Katie Egan, Strategic Initiatives Intern

## Introduction

The City of West Hollywood Homeless Initiative is a multi-disciplinary, multi-agency, collaborative response to homelessness.

The Homeless Initiative is guided by a five-year plan to address homelessness in our community. The plan, established in 2018, identifies key actions to reach goals – developed in partnership with the West Hollywood community – that focus on preventing the underlying causes of homelessness and reducing barriers that prolong individuals' experience of homelessness. This 2020 Progress Update reports on the Initiative's progress toward the Plan goals. The complete Plan is available online at [www.weho.org/homeless](http://www.weho.org/homeless) and by mail upon request.

## Planning Context and Timeline

**September 2016** – City establishes response to homelessness *guiding principles*:

1. Work to ensure safety for our residents, businesses, visitors and for those who are homeless.
2. Recognize that the primary responsibility for addressing homelessness belongs to the County, but acknowledge that homelessness requires all levels of government to participate in regional efforts.
3. Accept that homelessness cannot be solved by one entity; rather, promote partnerships between different government agencies and the private sector, including non-profit organizations and volunteer service providers.
4. Approach the issue of homelessness with compassion for those who are homeless as well as those in the community who are impacted by homelessness.

**March 2017** – Measure H, Los Angeles County Sales Tax, passed by voters, establishes new revenue source to fund homeless services throughout L.A. County.

**June 2017** – L.A. County Board of Supervisors (Board) approved Measure H funding allocations in support of the County's Homeless Initiative strategies to prevent and combat homelessness in the County. The Board also allocated funding for individual cities to develop plans to address homelessness in their respective cities, in collaboration with the County and its contractors.

**December 2017** – City of West Hollywood receives \$50,000 County grant to support the development of the City's plan.

**January - April 2018** – City of West Hollywood engages stakeholders to develop goals for West Hollywood's Homeless Initiative.

**June 2018** – City Council adopts the West Hollywood Five-Year Plan to Address Homelessness in Our Community

## **Goal #1: Provide support and resources to City staff and contractors in responding appropriately, safely, and effectively to persons who are experiencing homelessness in West Hollywood.**

**ACTION 1A.** DEVELOP PROTOCOLS FOR CITY STAFF MEMBERS, LIBRARY STAFF MEMBERS, AND CONTRACTORS SO THEY HAVE GUIDANCE IN RESPONDING TO PEOPLE WHO ARE HOMELESS.

**ACTION 1B.** DEVELOP AN IN-SERVICE TRAINING PROGRAM FOR CITY STAFF MEMBERS TO LEARN PROTOCOLS AND REFERRAL SOURCES AND PROVIDE THE TRAINING TO ALL CITY STAFF MEMBERS DURING NEW EMPLOYEE ORIENTATION, AND ANNUALLY.

**Progress 1a-1b.** In 2019, West Hollywood Sheriff's Mental Evaluation Team (MET), in collaboration with the City of West Hollywood's Strategic Initiatives Division and Step Up on Second's West Hollywood homeless outreach team, created a training on response protocols and appropriate referrals to homeless services. The training was provided to the City's Parks and Recreation Division. MET educated attendees about how to place a call to the Sheriff's Department, descriptive language to use when reporting people and behaviors, and how to maintain staff safety in the parks. Step Up, a nonprofit contracted by the City and partner in the Homeless Initiative, informed Parks staff about resources available through West Hollywood's homeless service providers and how to make referrals. Step Up also discussed how their team engages individuals experiencing homelessness and supports people on their path to getting housed.

MET also conducted a training for staff at City Hall to provide an overview of their scope of work and the added resources the unit brings to the West Hollywood Sheriff's Department. In addition, MET provided informal training sessions to Deputies at Sheriff's briefings to help identify untreated mental health illness and reduce the use of force in those situations. Additional staff training is in development.

**ACTION 1C.** REVIEW SECURITY AT THE WEST HOLLYWOOD LIBRARY, AND WORK WITH OTHER CITIES TO OBTAIN ADDITIONAL RESOURCES FROM THE COUNTY, INCLUDING SOCIAL WORKERS, IN COUNTY LIBRARIES.

**Progress 1c.** As of September 2018, the L.A. County Library system placed a fulltime L.A. County Sheriff's Security Officer at the West Hollywood Library during all hours open to the public.

City staff and Sheriff's meet regularly with Library officials to address safety and security issues at the Library.

The City has also made an emergency call button available for check out for use in the West Hollywood meeting room where outreach teams meet individually with homeless community members.

**ACTION 1D. SUPPORT THE INTEREST OF LIBRARY STAFF MEMBERS IN DEVELOPING PROGRAMS FOR CREATIVE ENGAGEMENT AND ASSISTANCE TO LIBRARY PATRONS WHO ARE HOMELESS, SUCH AS COMPUTER ASSISTANCE, READING GROUPS, AND ARTS ACTIVITIES.**

**Progress 1d.** The West Hollywood Library continues to increase its program offerings to engage patrons experiencing or at-risk of becoming homeless. For example, by increasing technology literacy programs, the Library helps reduce barriers to accessing information. The “Your Library on Your Device” workshop draws older adult patrons, both those at-risk of becoming homeless and those currently experiencing homelessness, who want to increase their fluency in accessing the library’s online resources. The Library started a “computer basics” series in spring 2020 and will continue to build on this theme. Additionally, the Library has partnered with L.A. County Department of Public Health to bring more wellness programs for older adults to West Hollywood. As older adults comprise a growing proportion of the homeless population, these programs directly support both patrons who are homeless and those at risk of homelessness.

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**The West Hollywood Library supports patrons experiencing homelessness and those at-risk of becoming homeless by promoting programming that helps reduce barriers to information and resources.**

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## Goal #2: Support businesses and residents in responding appropriately, safely, and effectively to persons who are experiencing homelessness in West Hollywood.

### ACTION 2A. CONTINUE “HOMELESS NOT HOPELESS” CAMPAIGN WITH QUARTERLY UPDATES TO REFERRAL CONTACT AND PROGRAM INFORMATION.

**Progress 2a.** The City continues to promote the “Homeless Not Hopeless” campaign through a range of communications strategies including: City social media channels, digital bus shelters, city signage, digital kiosk in the City Hall lobby, and public service announcements in local movie theaters. The Strategic Initiatives Division manages the Homeless Initiative webpage ([www.weho.org/homeless](http://www.weho.org/homeless)) and updates contact and program information as needed.

### ACTION 2B. WORK WITH CHAMBER OF COMMERCE TO DISSEMINATE “BEST WAYS TO HELP.”

**Progress 2b.** Strategic Initiatives Division staff attends meetings of the West Hollywood Chamber of Commerce Homeless Committee to encourage alignment between Chamber activities and the goals of the West Hollywood Homeless Initiative. The division has also engaged with the Chamber on employment programs for the City’s Homeless Services Connect Day.

### ACTION 2C. PROMOTE “REAL CHANGE” DONATION METER GIVING.

**Progress 2c.** The City promotes community giving at the “Real Change” donation meters on City social media channels and through media outreach. This method of donation encourages compassion and involvement by community members and businesses and has resulted in more than \$1,000 donated to purchase sleeping bags, socks, and hygiene kits. These items are distributed to people experiencing homelessness by the West Hollywood Sheriff’s Community Oriented Policing and Problem Solving (COPPS) Team and the Mental Evaluation Team (MET) as part of the Initiative strategy to promote connection to shelter, services, and other long-term outcomes.

In addition to the “Real Change” donation meters, in 2017 and 2019, the City Council set aside a portion of citywide parking meter revenue during the winter holiday season to support West Hollywood’s Homeless Initiative. These parking meter revenue drives produced more than \$20,000 to purchase

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**Using parking meter donations and revenues, the City has donated over \$20,000 in crucial necessities, such as hygiene kits, sleeping bags, and socks, for community members who are experiencing homelessness.**

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hygiene kits, sleeping bags, and other necessities. City-contracted social service agency outreach teams and the West Hollywood Sheriff’s have distributed these items to

community members experiencing homelessness to build rapport and trust with clients as they work towards connecting people to services, shelter, and care.

**ACTION 2D. SUPPORT CHAMBER IN ENGAGING BUSINESSES IN CREATING LOCAL JOB OPPORTUNITIES FOR INDIVIDUALS WHO HAVE EXPERIENCED HOMELESSNESS.**

**Progress 2d.** In 2019, Strategic Initiatives staff helped develop a partnership between Cedars-Sinai Medical Center, the Los Angeles LGBT Center’s Culinary Arts Training Program, and the West Hollywood Chamber of Commerce to create pathways to careers with West Hollywood businesses and community partners. Cedars-

Sinai provided \$159,973 in funding to support paid culinary arts externships in restaurants and food establishments in West Hollywood and the surrounding Los Angeles area for LGBT youth and seniors who have experienced homelessness. The Chamber pledged to recruit member businesses to serve as externships sites and the City committed to providing additional communication support to highlight the impact of the business community. Culinary students have thrived in externships with multiple West Hollywood Chamber member locations, including kitchen24, Sunset Marquis, and Project Angel Food.

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**Through the Culinary Arts Training Program, culinary students who have experienced homelessness have thrived in externships with multiple West Hollywood Chamber member locations, including kitchen24, Sunset Marquis, and Project Angel Food.**

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**ACTION 2E. CONTINUE TO STRENGTHEN CITY-FUNDED OUTREACH PROGRAMS THAT SPECIALIZE IN THE INTERSECTIONS BETWEEN HOMELESSNESS AND INDIVIDUALS LIVING WITH HIV, THOSE EXPERIENCING SUBSTANCE ABUSE, YOUTH, PEOPLE WHO IDENTIFY AS LGBTQ, AND OTHERS IN OUR COMMUNITY EXPERIENCING HOMELESSNESS.**

**Progress 2e.** City Council, with guidance from the Human Services Commission, the community, and Social Services Division staff, continues to invest and expand the scope of City-funded social service programs that provide homeless services to vulnerable community members. The outcome of the City’s FY 2019-2021 Social Services Contracts Request for Proposal (RFP) resulted in continued investments in high quality services addressing homelessness, with special focus on programs for individuals living with HIV, those experiencing substance abuse, youth, and people who identify as LGBTQ.



In 2018, the City funded an additional layer of crisis mental health response services to meet community needs through the West Hollywood Sheriff's Department. The West Hollywood Mental Evaluation Team (MET) is a specialized unit staffed by a highly trained L.A. County Sheriff's Deputy

and a licensed clinician from the L.A. County Department of Mental Health. MET specializes in serving individuals experiencing a mental health crisis with the goal of diverting their path from the criminal justice system into behavioral health services and housing.

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**While a limited number of MET units triage crises throughout L.A. County, the City fully funds the West Hollywood Mental Evaluation Team (MET) to ensure 100% of services are dedicated to the West Hollywood Community.**

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While a limited number of MET units triage crises throughout L.A. County, the City is fully funding the West Hollywood's MET unit to ensure 100% of services are dedicated to the West Hollywood community. By funding the MET unit at the West Hollywood Sheriff's Department, the City is already seeing a return on the investment as follows:

- **Faster response to mental health crises:** West Hollywood MET arrives on scene in 5-10 minutes, compared to the countywide MET average arrival time of 23 minutes.
- **Triage into hospital care in lieu of jail:** MET responded to 308 calls for service from patrol deputies, completed 171 mental health assessments in the field and guided 79 people into involuntary hospitalization.
- **Efficient use of deputy time:** MET relieved 2.6 patrol deputies to return to the field during the 171 mental health assessments.
- **Reduced risk of injury to citizens and law enforcement personnel:** MET support to deputies prevented use of force in 42 field incidents and 5 jail cell incidents and saved approximately \$257,659 in administrative documentation time.
- **More connection with County-funded mental health services:** Six West Hollywood community member cases were referred to the County's Risk Assessment and Management Program because of the repeat interactions with law enforcement.
- **More community education about mental health crises:** MET conducted 212 mental health trainings and briefings reaching approximately 2,218 individuals, including: students, community members, city staff, law enforcement and city-funded nonprofit service providers.

In 2016, the City created a strategic partnership with the L.A. County Library and the City's contracted social service agencies to launch on-site homeless outreach services at the West Hollywood Library Monday through Friday. Bringing providers to the library enriches the patron experience by enabling direct connection to the City's nonprofit

partners, who all bring extensive experience providing services to people who are homeless, individuals living with HIV, those experiencing substance abuse, youth, people who identify as LGBTQ, and others at risk of homelessness.

In addition, Strategic Initiatives and Social Services staff continue to coordinate regular planning and coordination meetings with providers on different themes: homelessness, substance abuse, mental health, transgender and aging services. The goal is to enhance service delivery, facilitate sharing local and regional resources, and

strategically coordinate care for the most vulnerable community members. The City also continues to convene the West Hollywood Homeless Collaborative to address homelessness from multiple perspectives and agencies.

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**Bringing providers to the West Hollywood Library enriches the patron experience by enabling direct connection to the City's nonprofit partners, who all bring expertise providing services to people experiencing homelessness.**

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## **Goal #3: Establish bridge housing and day center facilities in West Hollywood to serve people who are homeless in the City.**

**ACTION 3A.** IDENTIFY A SPACE TO LOCATE A DAY CENTER. EQUIP THE SPACE WITH STORAGE, GENDER NEUTRAL RESTROOMS, SHOWERS, LAUNDRY, MEDICATION CABINETS, OFFICES, AND MEETING ROOMS FOR PEER SUPPORT.

**ACTION 3B.** EXPLORE POSSIBLE LOCATIONS FOR A TEMPORARY BRIDGE HOUSING FACILITY TO PROVIDE ACCOMMODATIONS FOR INDIVIDUALS WHO ARE ACTIVELY ENGAGED IN SERVICES LEADING TO PERMANENT HOUSING.

**Progress 3a-3b.** In fall 2018, the City’s Strategic Initiatives Division submitted a proposal to the L.A. County Chief Executive Office for Measure H dollars to fund staffing capacity to plan and develop an interim housing site in the city. In January 2019, the City was awarded a \$300,000 planning grant. The Strategic Initiatives Division will hire an experienced consultant to lead the City’s work in accomplishing this goal.

**ACTION 3C.** ESTABLISH ONE OR MORE “SAFE PARKING” LOCATIONS, WHERE PEOPLE WHO LIVE IN VEHICLES ARE ABLE TO PARK OVERNIGHT, USE RESTROOMS, AND HAVE ACCESS TO SERVICES DESIGNED TO MOVE THEM INTO PERMANENT HOUSING OPTIONS. POSSIBLE LOCATIONS INCLUDE THE CITY-OWNED LOT AT CRESCENT HEIGHTS AND SANTA MONICA BLVD.

**Progress 3c.** The Los Angeles Homeless Services Authority (LAHSA) annual homeless point in time count continues to document very few people living in their vehicles while experiencing homelessness in the City of West Hollywood. The City’s annual survey of individuals experiencing homelessness also confirms a low prevalence of people living in their cars. As such, staff will table Action 3c for the time being, focusing instead on the development of a local service center with housing resources that advances the City’s long-term goals to reduce homelessness through housing.

**ACTION 3D.** CONTINUE TO PARTNER WITH A VARIETY OF SERVICE PROVIDERS TO ASSIST HOMELESS INDIVIDUALS WITH PUBLIC BENEFITS, HOUSING LOCATION, SUBSTANCE ABUSE TREATMENT, AND OTHER CRITICAL SERVICES.

**Progress 3d.** Beyond progress described in 2e, the City produced two Homeless Service Connect Days at the West Hollywood Park Auditorium in 2018 and 2020. These large-scale events are possible thanks to participation by City-funded social service agencies, West Hollywood’s Chamber of Commerce and the business community, City colleagues, and regional partners bringing many valuable resources together to support community members experiencing homelessness during these one-day events.

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**In 2020, the City served over 80 people experiencing homelessness at the West Hollywood Homeless Services Connect Day.**

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The 2018 Connect Day served 70 community members, and in 2020, 80 people experiencing homelessness accessed services including: shelter, HIV/STI testing and services, flu shots, other health and mental health services, employment and legal assistance, substance abuse treatment, public benefits, census and library access, clothing, haircuts, non-perishable food, and lunch. All services were open to everyone, but many agencies provided services specifically to those living with HIV, youth, older adults, veterans, and LGBT community members. The City also continues to support homeless LGBT youth by organizing an annual clothing drive to engage businesses and residents to collect winter clothing and professional items for interviews to be given to homeless youth ages 18-24 participating in the L.A. LGBT Center's Youth Services program.

The City and Cedars-Sinai have continued to evolve as collaborative partners to meet the pressing health and housing needs of vulnerable community members. In fall 2019, Cedars-Sinai created two new Emergency Department staff positions to coordinate services for

patients experiencing homelessness. The City's Strategic Initiatives Division works closely with Cedars-Sinai to connect community members who are experiencing homelessness with City-funded service providers while they receive health services. The City's partner, Step Up on Second, is most frequently involved thanks to the expertise of their WeHo Multidisciplinary Integrated Team (MIT). MIT staff can engage with community members at their hospital bedsides to build rapport and offer a range of supportive services before they are discharged back to the community. Services offered include nursing, psychiatry, peer support, mental health services, and substance abuse counseling. The close collaboration between the City, City-funded partners, and Cedars-Sinai allows for highly responsive interventions that support vulnerable community members.

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**Close collaboration between the City of West Hollywood, City-funded partners, and Cedars-Sinai allows for highly responsive interventions that support vulnerable community members.**

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## **Goal #4: Continue the City’s support for the Rapid Re-Housing program to prevent homelessness among West Hollywood residents.**

**ACTION 4A.** CONTINUE CITY OUTREACH TO LANDLORDS TO ENCOURAGE THEIR PARTICIPATION IN THIS PROGRAM.

**Progress 4a.** The City promotes the Homeless Incentive Program (funded by the Los Angeles County Development Authority, formerly the Housing Authority of the County of Los Angeles) to landlords in the City’s Rent Stabilization newsletter and in-person at Rent Stabilization Building Blocks landlord sessions.

**ACTION 4B.** EDUCATE CITY STAFF, COUNTY STAFF, AND OTHERS WHO INTERACT WITH PEOPLE WHO ARE AT RISK FOR HOMELESSNESS ABOUT THE AVAILABILITY OF RAPID RE-HOUSING SERVICES.

**Progress 4b.** The City, demonstrating its support of the County’s Homeless Initiative, responded to the County’s call to action for cities to commit local money to the Homeless Initiative Rapid Rehousing Strategy. In 2017 City Council made \$25,000 available annually. The County’s Rapid Rehousing model shifted in summer 2019 and the City is concluding financial support of this county strategy. The City is evaluating other effective strategies to support West Hollywood community members with housing placement and retention.

## **Goal #5: Increase the number of supportive housing, special needs housing, and other permanent housing options in West Hollywood for people who have experienced or are at risk of homelessness.**

**ACTION 5A.** CONTINUE CITY SUPPORT FOR NEW PERMANENT HOUSING OPTIONS THROUGH USE OF THE CITY'S AFFORDABLE HOUSING TRUST FUND, THE WEST HOLLYWOOD COMMUNITY HOUSING CORPORATION, THE CITY'S INCLUSIONARY HOUSING PROGRAM, AND OTHER MECHANISMS FOR HOUSING CREATION.

**Progress 5a.** The City continues its support for new permanent housing options through several investments. In September 2018, West Hollywood City Council provided the L.A. LGBT Center with \$2.1 million from the City's Affordable Housing Trust Fund to cover a gap in financing for the construction of the Center's new affordable senior housing building at the Anita May Rosenstein Campus. This investment not only ensured the 2020 completion of this new 99-unit building, but also resulted in 13 units set aside for applicants from the West Hollywood inclusionary housing waitlist.

Through the Affordable Housing Trust Fund, the City continues to provide an annual \$245,000 administrative contract to West Hollywood Community Housing Corporation (WHCHC) to fund explorations for affordable housing development in the city and enhance supportive services for WHCHC residents.

The City's Inclusionary Housing policy continues to spur the production of housing units. Between January 2019 and December 2019, 51 new affordable units (20 very low-income, 15 low-income, and 16 moderate-income) were

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**Between January and December 2019,  
51 new affordable housing units were  
either under construction or completed.**

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either under construction or completed. Developers who did not build the inclusionary units paid affordable housing in-lieu fees and commercial impact fees into the Affordable Housing Trust Fund, which will be used by the City for upcoming affordable housing investments. A total of \$3.4 million in fees were collected in the 18-month period between July 2018 and December 2019.

**ACTION 5B.** PROMOTE NEW POLICIES (ADOPTED 12/4/17) THAT ENCOURAGE THE DEVELOPMENT OF ACCESSORY DWELLING UNITS (ADUS) TO CREATE NEW HOUSING OPPORTUNITIES.

**Progress 5b.** In 2018 and 2019, single family homeowners in West Hollywood built nine rent stabilized ADUs. Housing and Rent Stabilization Division staff have developed the framework for an ADU pilot program that specifically produces units for tenants who have previously experienced homelessness. This pilot framework will be presented to City Council for its consideration in 2020.

**ACTION 5C.** CONDUCT AN ASSESSMENT TO DETERMINE WHETHER THERE ARE OPPORTUNITIES FOR THE CITY TO SUPPORT THE PURCHASE AND CONVERSION OF MOTELS INTO SUPPORTIVE HOUSING.

**Progress 5c.** The City continues to assess and discuss opportunities to create more supportive housing in West Hollywood.

**ACTION 5D.** CONDUCT AN INVENTORY OF SITES THAT ARE AVAILABLE FOR HOUSING DEVELOPMENT, AND RECOMMEND THE BEST USES FOR EACH SITE, INCLUDING THE METRO-OWNED SITE, THE LAUSD SITE ON FAIRFAX, AND PROPERTY OWNED BY CONGREGATION KOL AMI.

**Progress 5d.** This inventory is in progress. The City has determined that the Metro-owned site is not a feasible location for housing development given the existing MOU between the County and the City.

**ACTION 5E.** WORK WITH WEST HOLLYWOOD COMMUNITY HOUSING CORPORATION TO ENSURE THAT THEY HAVE ADEQUATE FUNDING TO PROVIDE SUPPORTIVE SERVICES TO TENANTS WHO HAVE A HISTORY OF HOMELESSNESS.

**Progress 5e.** The City's Rent Stabilization & Housing Division recently issued two letters of support to fund social services that enhance the wellbeing of WHCHC tenants. The City also provided a letter of reference to WHCHC for a grant opportunity.

Through the City's FY19-22 Social Services Grants RFP process, the City increased its investment in supportive services for WHCHC tenants. The City's funding expanded Seeds of Hope services across all WHCHC buildings located in West Hollywood. Seeds of Hope will improve the health status of WHCHC tenants through nutritional programs including education, cooking demonstrations, garden workshops, horticulture therapy, and food stability through fresh produce distribution.

## **Goal #6: Strengthen partnerships with other cities and with nonprofit organizations to support regional and individualized solutions to homelessness.**

**ACTION 6A.** IN PARTNERSHIP WITH OTHER CITIES IN THE WESTSIDE CITIES COUNCIL OF GOVERNMENTS HOMELESSNESS COMMITTEE, ADVOCATE FOR COUNTY SERVICES TO ADDRESS HOMELESSNESS.

**Progress 6a.** West Hollywood City Council and staff are in ongoing communication with County Supervisor Sheila Kuehl and staff regarding local impacts of the regional homeless crisis. Supervisor Kuehl's field deputies participate in the Westside Cities Council of Government's (COG) Homeless Working Group, alongside City staff, to advance the COG's priorities and advocate for fair share distribution of support and resources across the region.

Beyond collaboration with the Westside Cities COG, the City's investment in the West Hollywood Sheriff's Mental Evaluation Team (MET) resulted in the co-location of more regional resources in the City. In exchange for use of the City-purchased MET vehicle, the County has placed a regional serving MET team in West Hollywood Sheriff's station. The City of West Hollywood benefits from 40 additional hours of MET coverage that serves the region and the community as a result of this co-location.

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**The City's investment in the West Hollywood Sheriff's Mental Evaluation Team (MET) brings more regional resources to the City, including 40 additional hours of MET coverage that serves the region and the community.**

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**ACTION 6B.** COORDINATE WITH OTHER WESTSIDE CITIES TO ESTABLISH SERVICES AND HOUSING OPPORTUNITIES FOR PEOPLE EXPERIENCING HOMELESSNESS.

**Progress 6b.** West Hollywood City Council members serve on the board of the Westside COG and guide the implementation of the COG's strategic plans. City of West Hollywood staff are active participants in the Westside COG Homeless Working Group, which is producing the Westside COG Homelessness Strategic Action Plan in 2020 to align and focus resources and policy priorities to address homelessness across member municipalities. The aligned focus across municipalities positions the Westside COG to compete for regional and state funding to help advance local strategies. The COG is exploring avenues to enhance cross-jurisdictional coordination through improved data sharing. Updates on the COG's actions to address homelessness are available here: [www.westsidocities.org/homelessness](http://www.westsidocities.org/homelessness)



## **Goal #7: Prevent homelessness among West Hollywood residents, especially seniors, individuals living with disabilities, and vulnerable families.**

**ACTION 7A.** WORK WITH CITY AND COUNTY STAFF MEMBERS, INCLUDING PARKS AND LIBRARY STAFF MEMBERS, TO IDENTIFY WEST HOLLYWOOD RESIDENTS AT RISK OF HOMELESSNESS, AND HELP CONNECT THEM TO RESOURCES OFFERED BY JEWISH FREE LOAN PROGRAM, NCJW RENTAL ASSISTANCE, ALLIANCE FOR HOUSING AND HEALING, APLA HEALTH, BET TZEDEK LEGAL SERVICES, AND THE CITY'S RAPID REHOUSING PROGRAM.

**Progress 7a.** City and County staff continue to collaborate closely to engage community members and prevent homelessness. Field deputies representing the County Supervisor, California State Assemblymember and California State Senator offices frequently connect West Hollywood constituents to City Hall to be triaged quickly to service providers who can assess their social service and financial needs to help stabilize their unique situations.

Since the West Hollywood Five-Year Plan to Address Homeless was adopted in 2018, West Hollywood's rental assistance providers NCJW and Alliance for Housing and Healing have supported 292 West Hollywood community members with their housing costs (July 2018 – March 2020). Through the FY19-22 Social Services RFP process, the Human Services Commission recommended, and City Council approved, expanding the rental assistance supports available for older adult tenants through a new program proposed by Alliance for Housing and Healing. Bet Tzedek Legal Services continues to be an advocate for West Hollywood renters and remains focused on helping people exercise their rights as tenants to maintain their housing.

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**Between July 2018 and March 2020, West Hollywood's rental assistance providers NCJW and Alliance for Housing and Healing supported 292 West Hollywood community members with their housing costs.**

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**ACTION 7B.** ESTABLISH A COLLABORATIVE OF CONTRACTED AND PARTNERING SOCIAL SERVICES PROVIDERS TO ADVISE THE CITY COUNCIL ON EARLY IDENTIFICATION AND INTERVENTION WITH WEST HOLLYWOOD RESIDENTS WHO ARE AT RISK OF HOMELESSNESS.

**Progress 7b.** City staff and community-based agencies often find that long-term West Hollywood residents on fixed incomes are most at risk of becoming homeless as costs of daily living increase, and/or as health declines impact independence. Fortunately, in parallel with the Homeless Initiative, the City has implemented its Aging in Place/Aging in Community Strategic Plan to support resident wellbeing across the lifespan. As a result, the City has seen an increase in older adult participation in community programs

and as a byproduct, residents are more aware of services and supports available if they find themselves at risk of homelessness.

The City has worked closely with non-profit agency partner Jewish Family Services (JFS) to design and support the provision of specialized services to support West Hollywood residents to grow older in their homes and prevent homelessness. Services have included cleaning assistance for tenants living in Housing of Urban Development (HUD) buildings who have failed their annual unit inspection and would otherwise be evicted if the situation remained unresolved, and hoarding reduction services such as decluttering and extensive cleaning to low-income clients at risk of eviction for health and safety violations.

Introducing the West Hollywood Sheriff's MET unit to the community has created increased clinical capacity to respond to older adult residents in crisis. MET has been a valuable partner in serving older adults on the brink of homelessness due to impacts of untreated mental illness and dementias. MET works closely with staff at Jewish Family Services, Step Up on Second, Cedars-Sinai, Bet Tzedek, the L.A. County Public Guardian's Office and others to stabilize older adult residents in the community and support their wellbeing.

## Next Steps

This 2020 Progress Update makes clear that with the support of the City's Human Services Commission and City Council, the City and its partner agencies have engaged in significant and impactful work to prevent homelessness, to serve those experiencing homelessness, and to develop and implement effective strategies and programs to address the impacts of homelessness.

The West Hollywood Homeless Initiative will continue to utilize the Five-Year Plan to further its efforts – and the efforts of its contracted and collaborative partners – to address homelessness in West Hollywood.

Visit [www.weho.org/homeless](http://www.weho.org/homeless) for ongoing updates to programs and services that support vulnerable populations in the West Hollywood community.