



*Putting Care at the  
Center Conference*

# Los Angeles: A Perfect Storm

November 17, 2017

Westin Bonaventure, Beacon A

Context

**Susan Lee**  
**Senior Program Manager**  
**CSH**



# Context: LA County

Moderator: Susan Lee, CSH

- 1) David Howden, CSH
- 2) Jerry Ramirez, Chief Executive Office
- 3) Cheri Todoroff, Department of Health Services (DHS), Housing for Health (HFH)
- 4) Whitney Lawrence, Department of Health Services (DHS), Flexible Housing Subsidy Pool (FHSP)
- 5) John Connolly, Department of Public Health (DPH), Substance Abuse Prevention and Control (SAPC)



## STATE and LOCAL HOUSING RESOURCES

JERRY RAMIREZ

### Measure H (2017-27)

- \$1.3 B over 10 yrs (\$95M annually) for implementing services and local subsidies
- LA County (initially 10% sales tax)

### Proposition HHH (2017-27)

- \$1.2 B over 10 yrs for projects to create 10,000 SH units
- City of LA (bond)

### Affordable Housing Fund (2016- )

- Allocation: 1/2/3/4/5 = \$20/40/60/80/100M thereafter, at least 75% AH/up to 25% RPH
- LA County

### No Place Like Home (First NOFA in 2018)

- \$2 B for development of SH for persons in need of mental health services and experiencing homelessness
- California (bond)

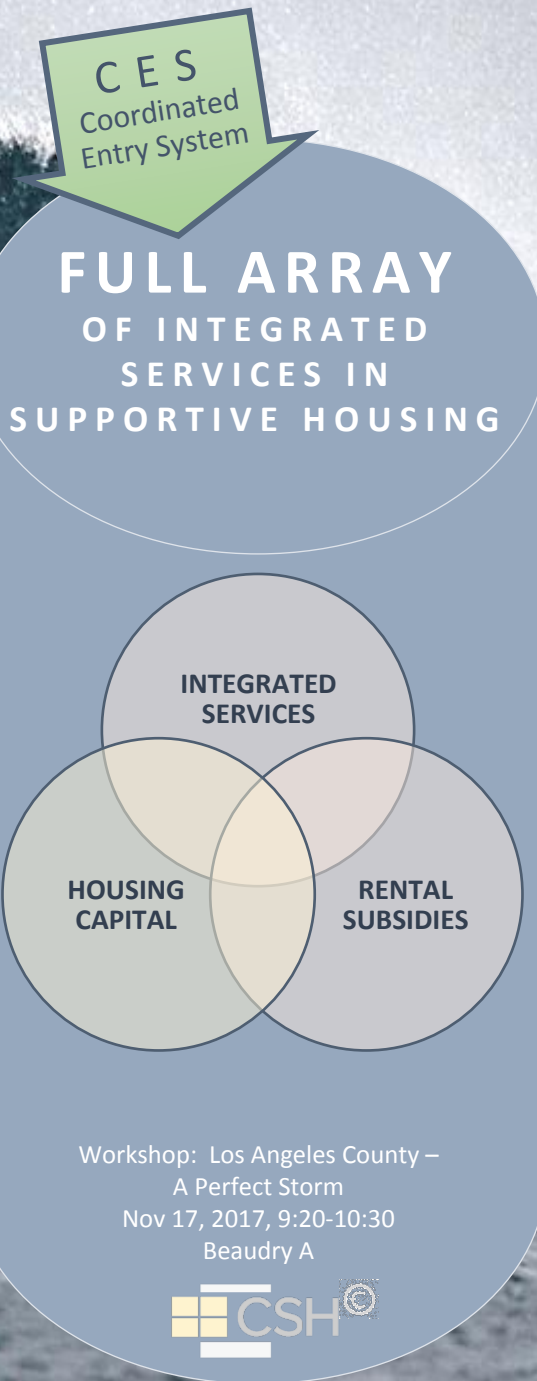
### State Housing Package (Jan 2018- )

- SB2: Building Homes and Jobs Act, \$1.2 B over five years for permanent state source of funding for AH
- SB 3: \$4 B state housing bond Nov '18 ballot
- 13 other bills to streamline /ensure AH development to meet state housing needs

### AB 74: Housing for a Healthy CA (Jan 2018- )

- \$20 M per year in capital and subsidies from National Housing Trust Fund tied to WPC & HHP for chronically homeless frequent user Medi-Cal beneficiaries

DAVID HOWDEN



## FEDERAL, STATE, LOCAL HEALTHCARE RESOURCES

CHERI TODOROFF

### Housing for Health (DHS, DMH, DPH)

- Outreach, intensive case management, services, case flow

### Whole Person Care LA Pilot (DHS 2016-20)

- \$1.2 B over 5 yrs (\$240M annually)
- 10,000+ high-risk patients
- LA County / under CA 1115

### Flexible Housing Subsidy Pool (DHS)

- Local rental subsidies provided by DHS, Conrad N. Hilton Foundation, Probation, L.A. Care
- 10,000+ high-risk patients in LA County

### Drug Medi-Cal Organized Delivery System (2016-20)

- New case management and case-based substance abuse treatment services
- LA County / under CA 1115

### Health Homes Program (July 2019- ?)

- New Medi-Cal benefit for integrated, person-centered service delivery model for populations with complex, chronic conditions
- Serve approx. 10,000 beneficiaries experiencing homelessness per year
- CMS –CA /under ACA Health Homes Option

WHITNEY LAWRENCE

JOHN CONNOLLY



## STATE and LOCAL HOUSING RESOURCES

JERRY RAMIREZ

### Measure H (2017-27)

- \$3.5 B over 10 yrs (\$355 M annually) for implementing services and local subsidies
- LA County (quarter-cent sales tax)

### Proposition HHH (2017-27)

- \$1.2 B over 10 yrs for projects to create 10,000 SH units
- City of LA (bond)

### Affordable Housing Fund (2016- )

- Allocation: Y1/2/3/4/5 = \$20/40/60/80/100M thereafter; at least 75% AH/up to 25% RRH
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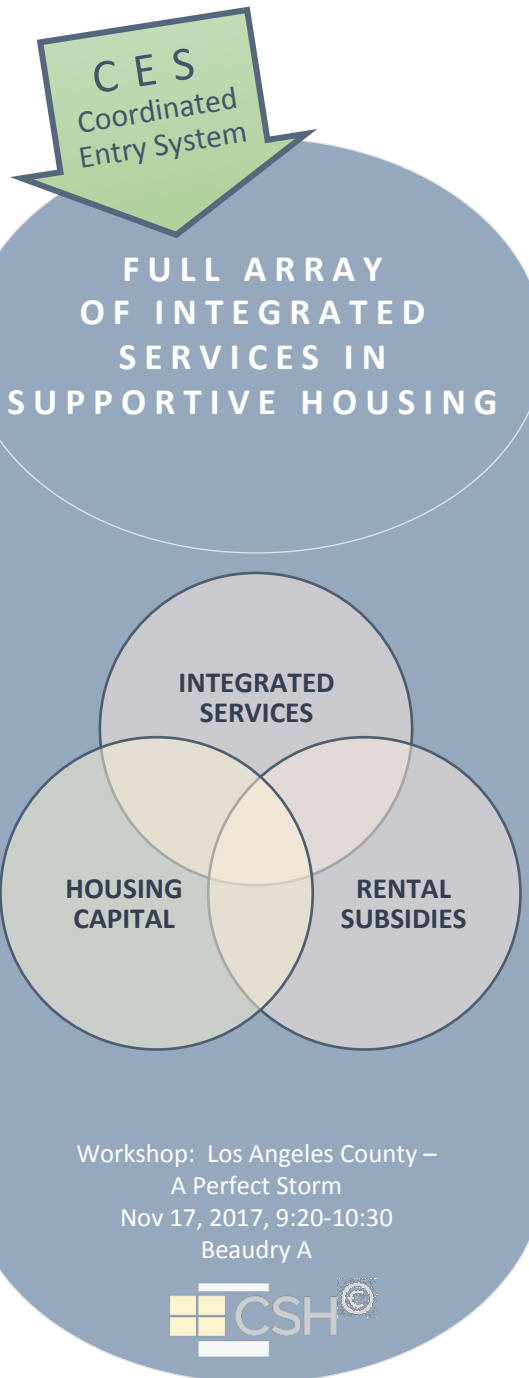
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DAVID HOWDEN



## FEDERAL, STATE, LOCAL HEALTHCARE RESOURCES

CHERI TODOROFF

### Housing for Health (DHS, DMH, DPH)

- Outreach, Intensive Case Management Services, Bridge Housing -LA County

### Whole Person Care LA Pilot (DHS 2016-20)

- \$1.2 B over 5 yrs for high-cost, high-need Medi-Cal beneficiaries
- 10,000 housed by 2020
- LA County / under CA 1115 Medi-Cal Waiver

### Flexible Housing Subsidy Pool (DHS)

- Local rental subsidies funded by DHS, Conrad N. Hilton Foundation, DMH, Probation, L.A. Care
- 10,000 high utilizers by 2020 LA County

### Drug Medi-Cal Organized Delivery System (2016-20)

- New case management and field-based substance abuse treatment services
- LA County / under CA 1115 Medi-Cal Waiver

### Health Homes Program (July 2019- ?)

- New Medi-Cal benefit for integrated, person-centered service delivery system for populations with complex, chronic conditions
  - Serve approx. 10,000 beneficiaries experiencing homelessness per year
- CMS –CA /under ACA Health Homes Option

WHITNEY LAWRENCE

JOHN CONNOLLY

# LA Homeless Initiative

FEBRUARY 2016

- City of Los Angeles **State of Emergency**
- Los Angeles County **Homeless Initiative (47 Strategies)**
- City of Los Angeles **Comprehensive Strategy for Homelessness**



NOVEMBER 2016

- Homelessness Reduction & Prevention, Housing, Facilities *Bond* – 77% of voters
- **Proposition HHH**
- **\$1.2 B over 10 years** - Capital



MARCH 2017

- **Measure H**
- Quarter-cent sales tax – 69% of voters said Yes
- **\$355 M per year for 10 years** - Services + Subsidies



**\$3.5 B**

**Measure H (2017-27)**

- **\$3.5 B over 10 yrs** (\$355 M annually) for implementing services and subsidies
- LA County (quarter-cent sales tax)

**\$1.2 B**

**Proposition HHH (2017-27)**

- **\$1.2 B over 10 yrs** for projects to create 10,000 SH units
- City of LA (bond)

**\$40 → \$100 M**

**Affordable Housing Fund  
(2016- )**

- Allocation: Y1/2/3/4/5 = \$20/**40**/60/80/100M thereafter
- At least 75% AH/up to 25% RRH
- LA County



## STATE HOUSING RESOURCES



# \$2 B

### No Place Like Home

(First NOFA in 2018)

- \$2 B for development of SH for persons in need of mental health services and experiencing homelessness
- California (bond)

# \$1.2 B

### State Housing Package

(Jan 2018 - )

- SB2: Building Homes and Jobs Act, \$1.2 B over five years for permanent state source of funding for AH
- SB 3: \$4 B state housing bond Nov '18 ballot
- 13 other bills to streamline/ensure AH development to meet state housing needs

# \$20 M

### AB 74: Housing for a Healthy CA (2018 - 2020)

- \$60 M in rental subsidies tied to WPC & HHP for supportive housing for 1,000 chronically homeless frequent user Medi-Cal beneficiaries



Los Angeles County  
**HOMELESS INITIATIVE**  
**REAL HELP. LASTING CHANGE.**

# Measure H and LA County's Homeless Initiative

**Jerry Ramirez**

Putting Care at the Center Conference  
November 17, 2017



# County Homeless Initiative

**Seizing the Moment:** Historic opportunity to combat homelessness throughout LA County

- Launched on August 17, 2015
- To develop a comprehensive set of recommended County strategies to combat homelessness, including opportunities for cities
- February 2016: Los Angeles County adopted a coordinated set of 47 strategies to combat homelessness.
- Inclusive and collaborative planning process involving over 1,100 experts and community members focused on what works







# Measure H

12/6/16: Board Ordinance places Measure H on March 7, 2017 countywide ballot to prevent and combat homelessness.

3/7/17: Passage of Measure H with 69.34% voter approval.

¼ cent County Sales tax that will generate an estimated \$355 million annually for 10 years to be used to prevent and combat homelessness.

The goal: in first five years, help 45,000 families/individuals escape homelessness and enable 30,000 others to stay housed.



# Measure H Strategies

STRATEGY	FY 2017-18 FUNDING (In Millions)
<i>PREVENT HOMELESSNESS</i>	
A1: Homeless Prevention Program for Families	\$3.0
A5: Homeless Prevention Program for Individuals	\$5.5
<i>SUBSIDIZE HOUSING</i>	
B1: Provide Subsidized Housing to Homeless Disabled Individuals Pursuing Supplemental Security Income	\$5.1
B3: Expand Rapid Rehousing	\$57.0
B4: Facilitate Utilization of Federal Housing Subsidies	\$6.3
B6: Family Reunification Housing Subsidies	\$0.1
B7: Interim/Bridge Housing for Those Exiting Institutions	\$13.0
<i>INCREASE INCOME</i>	
C2: Increase Employment for Homeless Adults by Supporting Social Enterprise	\$0.0
C4, C5, C6: Countywide Supplemental Security/Social Security Disability Income and Veterans Benefits Advocacy	\$15.7
C7: Subsidized Employment for Homeless Adults	\$5.0



# Measure H Strategies cont.

STRATEGY	FY 2017-18 FUNDING (In Millions)
<i>PROVIDE CASE MANAGEMENT AND SERVICES</i>	
D2: Jail In-Reach	\$0.0
D4: Regional Integrated Re-entry Network	\$0.0
D6: Criminal Record Clearing Project	\$0.6
D7: Provide Services and Rental Subsidies for Permanent Supportive Housing	\$25.1
<i>CREATE A COORDINATED SYSTEM</i>	
E6: Expand Countywide Outreach System	\$19.0
E7: Strengthen the Coordinated Entry System	\$26.0
E8: Enhance the Emergency Shelter System	\$56.0
E14: Enhance Services for Transition Age Youth	\$5.0
<i>INCREASE AFFORDABLE/HOMELESS HOUSING</i>	
F7: Preserve and Promote the Development of Affordable Housing for Homeless Families and Individuals	\$10.0
F7: Housing Innovation Fund (One-time)	\$5.0





# Key Strategies for Health Organizations

Key Strategies	FY 2017-18 FUNDING (In Millions)
<b>B7: Interim/Bridge Housing for Those Exiting Institutions</b>	<b>\$13.0</b>
<p>Strategy B7 increases the interim/bridge housing stock across the County. B7 beds should be available for individuals exiting hospitals (public and private), residential mental health facilities, urgent care centers, and custody settings. The following housing types should be available:</p> <ul style="list-style-type: none"><li>▪ Shelter</li><li>▪ Stabilization Housing</li><li>▪ Shared Recovery Housing</li><li>▪ Recuperative Care</li><li>▪ Community-based Residential Care for Disabled Individuals</li></ul>	
<b>D7: Provide Services and Rental Subsidies for Permanent Supportive Housing</b>	<b>\$25.1</b>
<p>Strategy D7 provides high quality tenant services and, when necessary, a locally-funded rent subsidy for disabled homeless adults and families who need permanent supportive housing.</p>	
<b>E6: Expand the Countywide Outreach System</b>	<b>\$19.0</b>
<p>Strategy E6 serves to expand Countywide network of outreach teams and ensure coordinated and effective deployment of teams. Outreach teams include the following staff:</p> <ul style="list-style-type: none"><li>▪ CES/Initial Case Manager</li><li>▪ Health</li><li>▪ Mental Health</li><li>▪ Substance Abuse</li><li>▪ Generalist Outreach Worker</li><li>▪ Peer Outreach Worker with Lived Experience</li></ul>	

## Office of Homeless Initiative

Kenneth Hahn Hall of Administration

County of Los Angeles

500 West Temple Street, Room 493

Los Angeles, CA 90012

homelessinitiative@lacounty.gov



Los Angeles County Homeless Initiative



<http://homeless.lacounty.gov>

# HOUSING — FOR — HEALTH

LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES  
November 2017



**Health Services**  
LOS ANGELES COUNTY

CHERI TODOROFF, DEPUTY DIRECTOR  
[ctodoroff@dhs.lacounty.gov](mailto:ctodoroff@dhs.lacounty.gov)



# GOALS

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1. Create **10,000** units of housing
2. End homelessness in **LA County**
3. Reduce inappropriate use of expensive health care resources
4. Improve health outcomes for vulnerable populations

# POPULATION

- Homeless individuals with physical and/or behavioral health conditions, high utilizers of public services, and other vulnerable populations.

# CONTINUUM OF SERVICES

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- **Street Based Engagement**
- **Interim Housing**
- **Rapid Re-Housing**
- **Permanent Supportive Housing**
- **Benefits Advocacy**
- **Sobering Center**



# STREET BASED ENGAGEMENT

- **Multi-Disciplinary Teams including mental health clinician, nurse, substance use disorder counselor, outreach worker and peers.**
- **C3 launched in January 2016 in Skid Row**
- **Expanded to serve specific communities**
- **Homeless Initiative supported expansion countywide in each Service Planning Area**



# INTERIM HOUSING

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## Recuperative Care

- Provides short-term care for homeless clients who are recovering from an acute illness or injury or have a condition that would be exacerbated by living on the street or in shelter
- Program offers temporary housing, medical and mental health monitoring, meals, case management, and transportation

## Stabilization Housing

- Provides short-term housing and support for homeless clients who are moving into permanent housing soon
- Program offers temporary housing, meals, case management, and transportation

# PERMANENT HOUSING

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## Permanent Supportive Housing

- Permanent housing with rental subsidies and on-site/mobile supportive services for homeless clients with complex health and/or behavioral health conditions

## Rapid Re-Housing

- Time limited rental assistance and targeted supportive services for clients with low to moderate housing barriers

# COMPONENTS OF HFH PERMANENT HOUSING

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## **HFH Permanent Housing includes:**

- **Rental Subsidies (Flexible Housing Subsidy Pool and Federal subsidies)**
- **Project based housing or housing navigation for scattered site housing**
- **Intensive Case Management Services**

# INTEGRATED SERVICES IN PSH

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- **DHS – Intensive Case Management Services (All clients)**
- **DMH – Housing Full Service Partnerships (~1/3 of clients)**
- **DPH SAPC – Substance use disorder outreach, assessment and service navigation (~1/3 of clients)**

# INTENSIVE CASE MANAGEMENT SERVICES (ICMS)

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- Every client connected to services
- Individualized service planning; linkages to health, mental health, and substance use disorder services; benefits establishment
- Help clients retain housing and reach health and wellbeing goals
- Services provided by on-site staff or mobile teams



# COUNTYWIDE BENEFITS ENTITLEMENT SERVICES TEAM (C-BEST)

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- **C-BEST provides SSI, SSDI, and Veteran benefits advocacy services to individuals who are homeless or at risk of homelessness.**
- **Services are provided in community based locations in all Service Planning Areas and in DPSS offices. Services will also be provided in County custody facilities.**
- **C-BEST will assist with the submission of 10,000 applications annually.**

# SOBERING CENTER

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- **24/7 facilities that provide safe, short term monitoring and management of persons under the influence of alcohol and drugs.**
- **Sobering centers provide an alternative destination for law enforcement and fire departments to send people whose primary presenting issue at the time of contact is severe intoxication rather than an acute medical crisis. Clients are also referred into sobering centers by street outreach teams and hospital emergency rooms.**
- **The Dr. David L. Murphy Sobering Center in downtown Los Angeles opened in January 2107.**

# OUTCOMES

- Over 3,500 clients housed
- 96% retention rate in housing after 12 months

## **Comparison of hospital utilization of ~100 DHS patients 12 months before and after being housed (2011):**

- \$32,000 year-over-year health care savings following housing
- Reduction in hospital utilization before and after housing:
  - 77% reduction in emergency room visits
  - 77% reduction in inpatient admissions
  - 85% reduction in inpatient days

## **Preliminary RAND Evaluation of 787 DHS patients 12 months before and after being housed (2017):**

- Health care cost savings will be released in final report in late summer 2017
- Reduction in hospital utilization before and after housing:
  - 67% reduction in emergency room visits
  - 76% reduction in inpatient days

# Whole Person Care – Los Angeles

## Vision

To ensure the most vulnerable individuals living in Los Angeles County have the resources and support they need to thrive

## Mission

Build an integrated health system that delivers seamless, coordinated services to the highest risk LA County residents



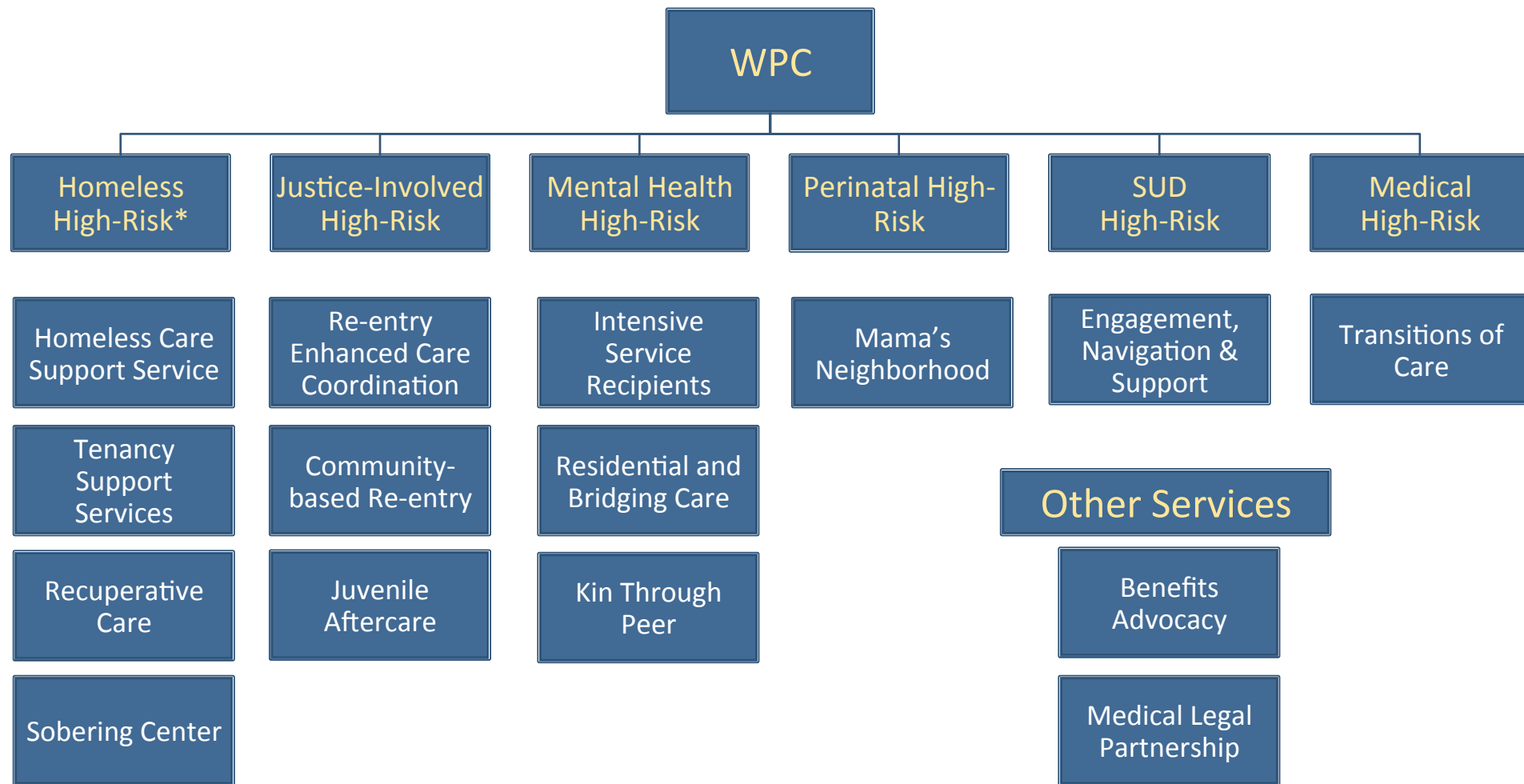
# WPC Overview

- Part of the 1115 Medicaid Waiver
- \$1.26B (~\$630m Federal funding) between 2016-2020
- Builds countywide infrastructure & community capacity to improve care to sickest, most vulnerable Medi-Cal beneficiaries
- Focus on:
  - Creating an integrated health delivery system
  - Care coordination during high-risk times
  - Addressing social & behavioral health needs
  - Creating community health worker jobs for individuals with shared lived experience





# Populations & Programs



\*Does not cover housing subsidy



Health Services  
LOS ANGELES COUNTY

## WPC Information:

[wpc-la@dhs.lacounty.gov](mailto:wpc-la@dhs.lacounty.gov)

[www.dhs.lacounty.gov/wps/portal/dhs/wpc](http://www.dhs.lacounty.gov/wps/portal/dhs/wpc)



Health Services  
LOS ANGELES COUNTY

# The Flexible Housing Subsidy Pool

Whitney Lawrence, Housing for Health

November 2017



**Health Services**  
LOS ANGELES COUNTY

In February  
of 2014, HFH  
launched a new  
and innovative  
way to provide  
rental subsidies  
in Los Angeles  
County.



**Health Services**  
LOS ANGELES COUNTY

# FLEXIBLE HOUSING SUBSIDY POOL PARTNERS



Los Angeles  
County Dept. of  
Health Services



503(c) nonprofit  
coordinating  
community-based  
partner



Property owners  
throughout Los  
Angeles County



LAC-DHS  
Supportive  
Housing Rental  
Subsidy Program

## How FHSP Works



Landlord notifies  
Brilliant Corners of  
available unit(s)



Brilliant Corners  
negotiates holding  
agreements and/or lease  
terms for one or more  
vacant units



Brilliant Corners works  
with HFH and case  
managers to identify  
tenants



Brilliant Corners  
coordinates lease signing,  
security deposit, rent  
payment, and move-in



Tenant receives  
on-going housing  
retention and case  
management services





2014:  
300 rental subsidies

2015:  
600 rental subsidies

2016:  
1200 rental subsidies

2017:  
2400 rental subsidies



**Health Services**  
LOS ANGELES COUNTY

# FHSP Quarterly and Program-to-Date Outcomes

Move-ins April-June 2017 *	411
Total move-ins to date **	2382
Units secured April-June 2017	286
Total units secured to date ***	2292

\*Move Ins April- June 2017 are for the following FHSP projects: DHS (153), Housing and Jobs Collaborative Rapid Rehousing Program (87), WISH (10), DHS Board and Care (68), ODR (31), Breaking Barriers (14), SAM-MIT (6), AB109 (2) and SAM DPSS (40).

\*\* Total move-ins include AB109 funded Board and Care, Breaking Barriers, DHS, DMH, DHS B & C, Housing and Jobs Collaborative, ODR, SAM DPSS, SAM MIT, WISH.

\*\*\* Refers to the number of units that have been secured under a rental subsidy agreement with the property owner and includes occupied and soon to be occupied units.



**Health Services**  
LOS ANGELES COUNTY

# FLEX POOL PROGRAMS

Dept. of Health  
Services

Department of  
Mental Health

Single Adult  
Model (SAM)

The Office of  
Diversion and  
Reentry

Women's  
Initiative with  
Services Housing  
(WISH)

Rapid Rehousing

Homeless  
Initiative  
Strategies

Medically  
Vulnerable  
Probationers

Federal Voucher  
Support



**Health Services**  
LOS ANGELES COUNTY

# system

*noun*

1. a set of connected things or parts forming a complex whole, in particular.
2. a set of principles or procedures according to which something is done; an organized scheme or method.



**Health Services**  
LOS ANGELES COUNTY



**SYSTEM TRANSFORMATION TO ADVANCE RECOVERY AND TREATMENT**

Los Angeles County's Substance Use Disorder Organized Delivery System

# ***SUBSTANCE USE DISORDER TREATMENT AND REFERRAL PROCESS***

*Presented by: John M. Connolly, Ph.D.  
Deputy Director*

*Los Angeles County – Health Agency  
Department of Public Health  
Substance Abuse Prevention and Control (SAPC)*





## **SUD AMONG HOMELESS INDIVIDUALS**

- Homeless patients made up 16.8%, or 10,035 individuals, who were admitted into SUD treatment in Fiscal Year 2014-15\*.
- At discharge from SUD treatment:
  - 58.4%, or 3,705 individuals identified as still homeless
  - 34.1%, or 2,163 individuals were not homeless
- On average, about 1/3 of patients who were homeless at admission were assisted in securing housing at discharge.

\*Source: DPH-SAPC Annual Treatment Report for Fiscal Year 2014-2015



# START-ODS

## SYSTEM TRANSFORMATION TO ADVANCE RECOVERY AND TREATMENT

Los Angeles County's Substance Use Disorder Organized Delivery System

**The Drug Medi-Cal Organized Delivery System (DMC-ODS) Waiver is the greatest opportunity in recent history to design and implement an SUD system of care that has the financial and clinical resources to more fully address the complex and varied needs of individuals with SUDs.**



# Benefits

START-ODS expands the available services to patients in order to create a fuller continuum of care.

## Old DMC-SUD System

- ☒ Outpatient
- ☒ Intensive Outpatient
- ☒ Residential (Perinatal Patients Only)
- ☒ Opioid Treatment Program
  
- ☒ Individual Sessions (Crisis Only)
- ☒ Group Sessions

## New DMC-SUD System for Youth and Adults

- ☒ Outpatient
- ☒ Intensive Outpatient
- ☒ Residential (All Populations – 3 Levels of Care)
- ☒ Opioid Treatment Program
- ☒ Additional Medication-Assisted Treatment
- ☒ Withdrawal Management (Detox)
  
- ☒ Individual Sessions (No Limits)
- ☒ Group Sessions
- ☒ Family Therapy
- ☒ Case Management/Care Coordination
- ☒ Recovery Support Services
- ☒ Field-Based Services
- ☒ Recovery Bridge Housing

## HOW MEASURE H FUNDING WILL BE UTILIZED

### Strategy B7 - Interim/Bridge Housing for those existing institutions

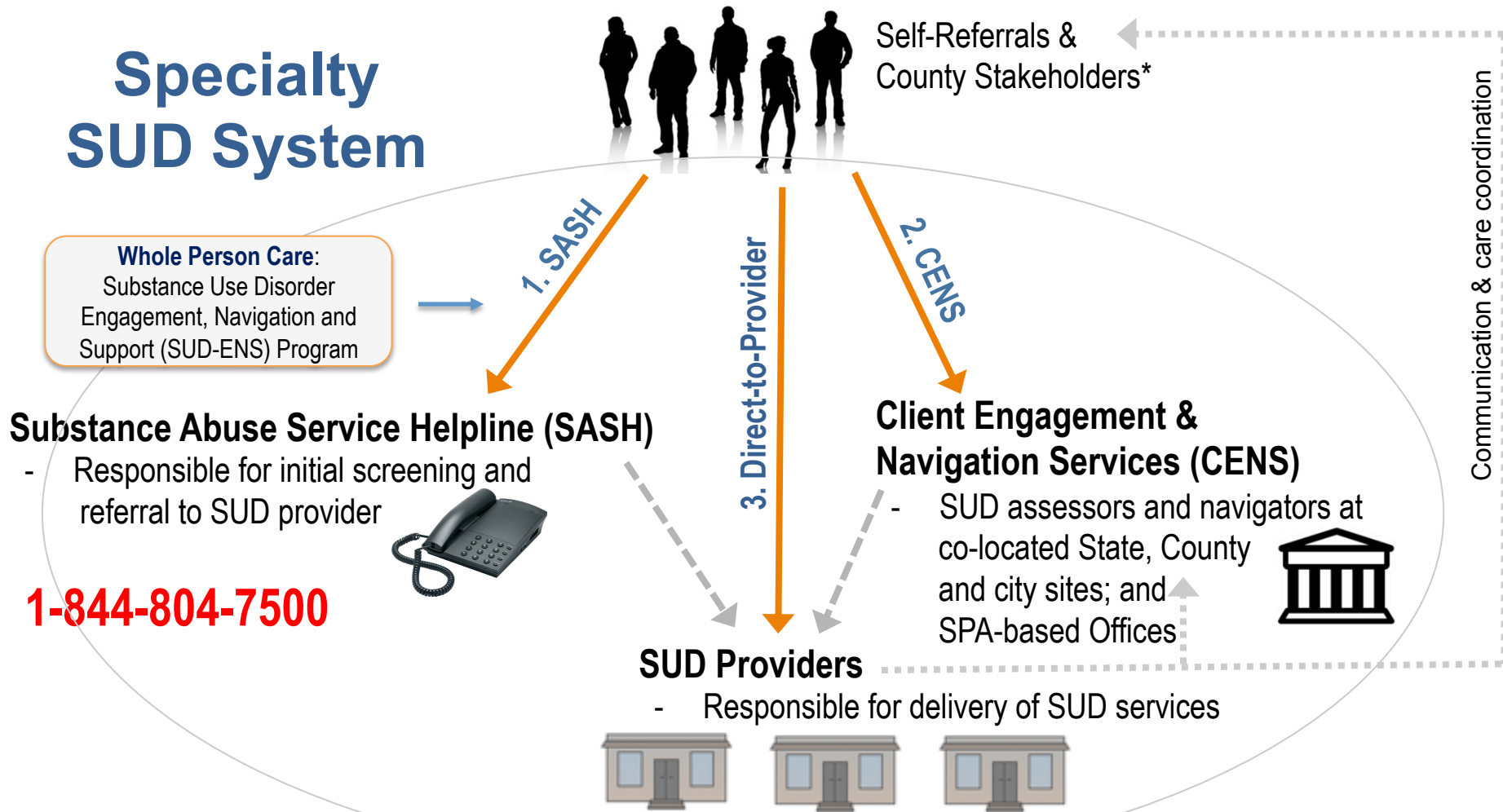
- Recovery Bridge Housing (RBH) for up to 90 days.
- RBH will be available to homeless clients who are still homeless at treatment discharge and choose abstinence-based housing.
- Require concurrent participation in outpatient, intensive outpatient counseling, or opioid treatment program services.
- Proposed Annual Funding - \$6,202,665.

### Strategy D7 - Provide services and rental subsidies for Permanent Supportive Housing

- Outreach and engagement services to residents in permanent supporting housing.
- Provide SUD screening and referral to SUD treatment services.
- Funding will support the co-location of CENS at selected permanent supporting housing facilities.
- Proposed Annual Funding - \$562,500.

# MAIN ENTRYWAYS INTO THE SPECIALTY SUD SYSTEM

## Specialty SUD System



\*No wrong door approach





# Service & Bed Availability Tool (SBAT):

<http://sapccis.ph.lacounty.gov/sbat/>

HOME

ABOUT BEGIN SEARCH CONTACT

## FIND AVAILABLE SUBSTANCE USE SERVICES NEAR YOU

- **Option 1:** If you want to speak to someone directly to access services, call the Substance Abuse Service Helpline (SASH) at 844-804-7500
- **Option 2:** If you want to identify substance use services online [CLICK FOR INSTRUCTIONS](#)
- **Option 3:** Search by agency name

### Starting Location:

5 miles

SEARCH

### Filter by:

#### TREATMENT/SERVICE TYPE: ▾

- ☐ Outpatient Treatment, Level 1 (OP) ⓘ
- ☐ Intensive Outpatient, Level 2.1 (IOP) ⓘ
- ☐ Residential Treatment, Levels 3.1 & 3.5 (RS) ⓘ
  - ☐ RS (Levels 3.1 & 3.5) - Male
  - ☐ RS (Levels 3.1 & 3.5) - Female
- ☐ Residential Population-Specific Treatment, Level 3.3 (RS) ⓘ
  - ☐ PSRS (Levels 3.1 & 3.5) - Male
  - ☐ PSRS (Levels 3.1 & 3.5) - Female
- ☐ Ambulatory - Withdrawal Management, Levels 1-WM & 2-WM (A-WM) ⓘ
- ☐ Residential - Withdrawal Management, Level 3.2-WM (R-WM) ⓘ
  - ☐ R-WM - Male
  - ☐ R-WM - Female
- ☐ Inpatient - Withdrawal Management, Levels 3.7-WM & 4-WM (I-WM) ⓘ
  - ☐ I-WM - Male
  - ☐ I-WM - Female
- ☐ Opioid Treatment Program (OTP) ⓘ
- ☐ Recovery Bridge Housing (RBH) ⓘ
  - ☐ RBH - Male
  - ☐ RBH - Female



Agency	Available Beds	Intake Appointment	Specific Service Type	Languages Spoken
<b>1</b> 0.42miles 2 <b>LOS ANGELES CENTERS FOR ALCOHOL AND DRUG ABUSE</b>  470 East 3rd Street, Suites A & B Los Angeles, CA 90013 Business Hours: Sun: Closed; Mon - Thu: 7:30 am - 7:30 pm; Fri: 7:30 am - 4:30 am; Sat: 7:00 am - 3:30 am Phone number: (213) 626-6411		OP IOP 3	Adult, Co-Occurring Mental Health Capabilities, Court Diversion, Probation/ Parole, Re-entry, Homeless, LGBTQ, Older Adults, Parent/Guardian (Female) with Children, Sexually-Exploited, Veterans, Young Adults	English, Spanish

# Pathways to Services & Housing for Hospital Frequent Users Experiencing Homelessness in Los Angeles County



Referral Partners

Access Points

Outreach & Engagement

Interim / Bridge Housing

Perm. Housing

Intensive Case Management Services

## Outreach Teams

**CES E6 Countywide outreach system**  
(LAHSA, DHS)

**CES Leads: Homeless Services & BH Providers**



## Interim/Bridge Housing

**E8 Emergency shelters**  
(LAHSA)

**B7 Interim housing**  
(LAHSA, DHS)  
**Recuperative care**  
(DHS, Private)  
**Recovery beds**  
(DPH SAPC)

## Rental Subsidies

- **Federal** subsidies (HUD)
- **D7 Local** subsidies (Measure H)
- **DHS Flexible Housing Subsidy Pool** subsidies (FHSP)

## Integrated Case Management Services

**D7 ICMS Services** (DHS HFH, DHS ODR, DMH, DPH)

**WPC-LA Homeless Care Support Services** (DHS)

**DMC ODS** (DPH SAPC)  
Case management, field-based services for DMC clients

## Supportive Housing: Capital

- **City** (HHH)
- **County** (Affordable Housing Fund, Meas H)
- **State** (NPLH, State Housing Package)

## Rapid Rehousing

**B3 Rapid Rehousing**  
(LAHSA) shallow subsidies

FQHCs, CHCs, IPAs, Recup

Nonprofit/Private Hospitals

Anthem, Care 1<sup>st</sup>, Kaiser, Molina

SUD Providers

L.A. Care & Health Net

DHS Hospitals

high-acuity frequent users

low-acuity CES matches

.....> dotted lines = in progress

—> LAHSA: Los Angeles Homeless Services Authority

—> Health Agency: DHS, DMH, DPH-SAPC

# CA Health Homes Program

Launching in  
LA County  
July 2019



WHAT'S  
COMIN'  
WILL COME  
AND WE'LL  
MEET IT  
WHEN IT  
DOES.

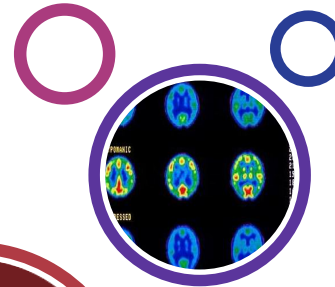
-HAGRID

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THIS IS  
A REMARKABLE  
ODYSSEY  
AND I'M GLAD  
WE ARE  
WANDERING  
TOGETHER

# Key Questions

**Systemic warm hand-offs**  
Systems design from user perspective



**Co-occurring disorders**

- DMH, hospital BH
- DMC providers
- Gravely disabled



**Ensure quality of services**

- Workforce needs, peers



# Key Questions

## **Data sharing** MCO-HMIS-FQ-CBOs

Tracking success across  
systems, across initiatives



## **Local models of investment**

FHSP, L.A. Care, Community Health Navigators, FQHCs and hospitals



## **National models of investment**

Partnership roles, structures, nuts and bolts, outcomes

