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BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

SM-2 June 30, 2026

*Edward Yen*

EDWARD YEN  
EXECUTIVE OFFICER

LA COUNTY DEPARTMENT OF HOMELESS SERVICES AND HOUSING

# Quarterly Report

Reporting Period: January 1 – March 31, 2026

June 16, 2026



LA COUNTY  
Homeless  
Services  
& Housing

# Report Highlights

- HSH's first full quarter as a new department
- Progress made building key infrastructure
- Preparing for July 1, 2026



# Encampment Resolution Locations and Outcomes



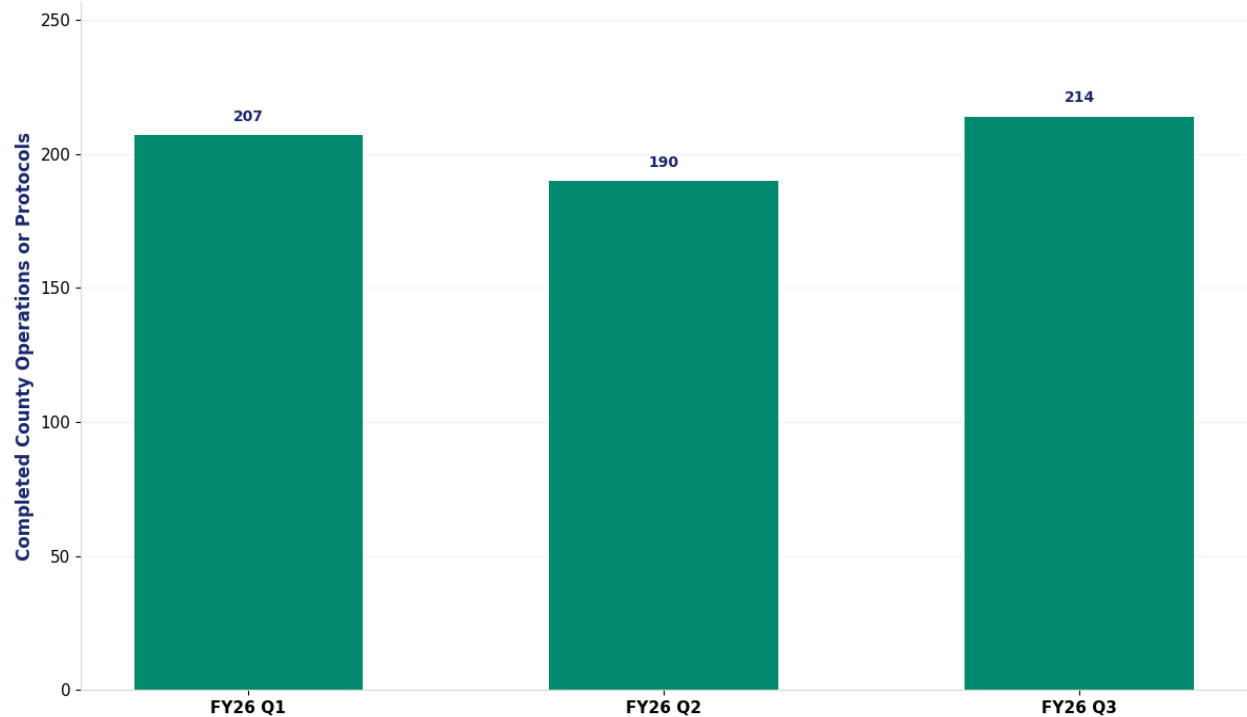
# County Encampment Resolution: Operations or Protocols

**214**

County Operations or Protocols completed in Q3

## Average Response Time

FY26 Q1:	<b>47.9 days</b>
FY26 Q2:	<b>39.2 days</b>
FY26 Q3:	<b>47.3 days</b>
<b>FY through Q3:</b>	<b>44.9 days</b>



Data for Pathway Home and HOST pulled on 6/01/2026. Numbers may be revised in future quarters. Figures may differ from other public dashboards due to differences in pull dates, business rules, and system coverage.

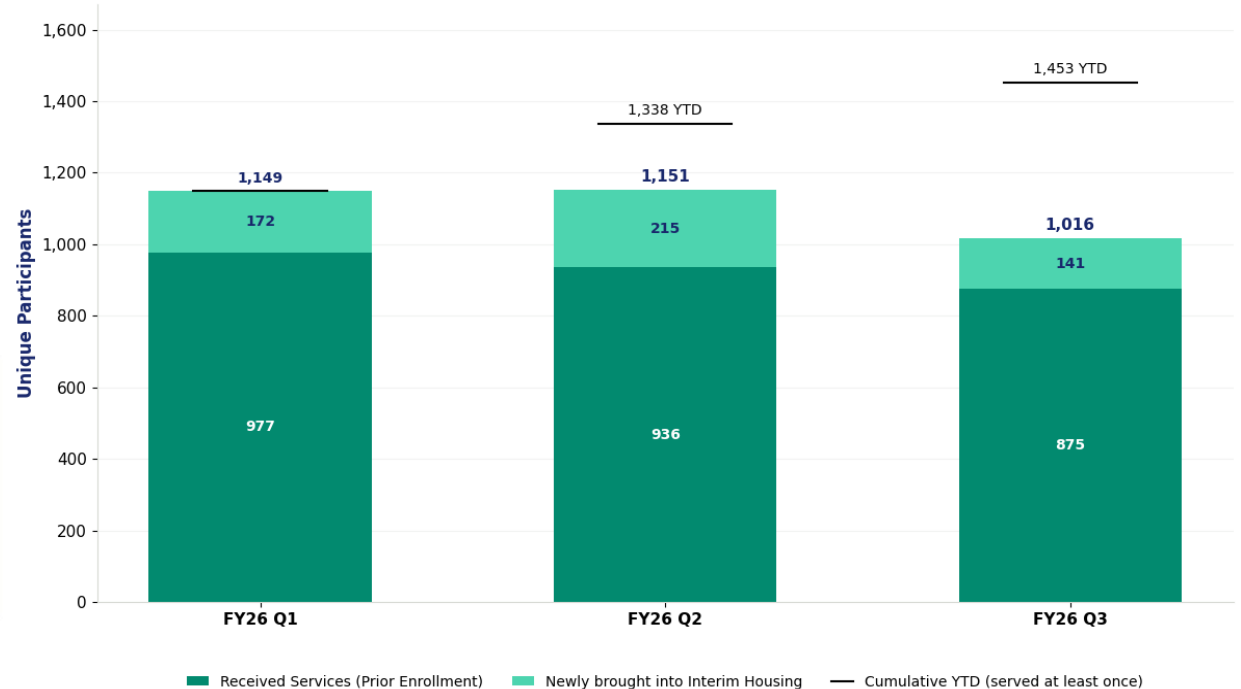
# County Encampment Resolution: Pathway Home

**141**

unique participants newly brought into Interim Housing through Pathway Home in Q3

## Exits to Permanent Housing

FY26 Q1: **90 exits**  
 FY26 Q2: **150 exits**  
 FY26 Q3: **107 exits**



Data for Pathway Home and HOST pulled on 6/01/2026. Numbers may be revised in future quarters. Figures may differ from other public dashboards due to differences in pull dates, business rules, and system coverage.

# County Encampment Resolution: RV Removals

**111**

RVs Removed  
In Q3

**16**

via Pathway Home

**95**

via Non-PWH  
Operations

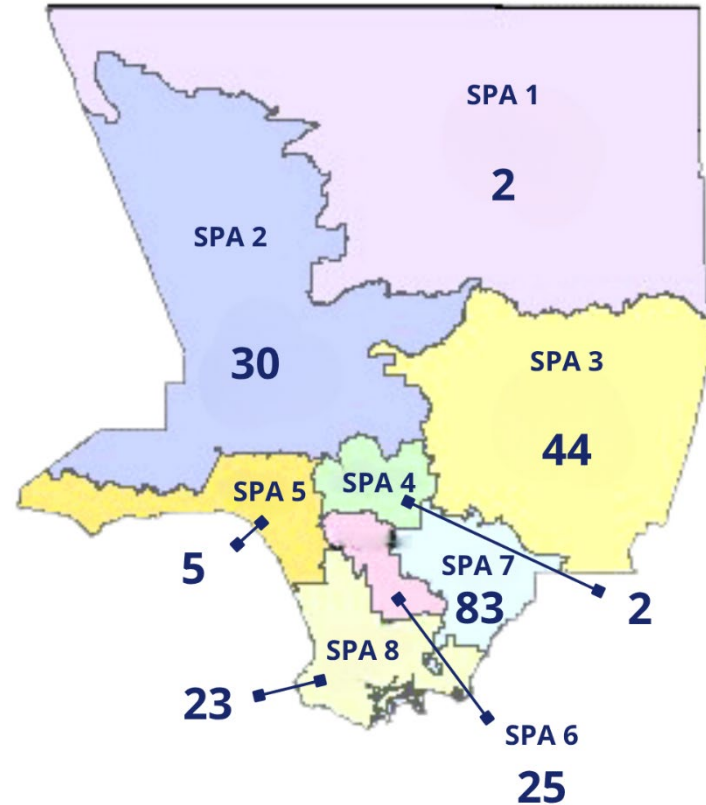
Quarter	Pathway Home	Non-PWH Ops	Total
FY26 Q1	11	102	<b>113</b>
FY26 Q2	13	74	<b>87</b>
FY26 Q3	16	95	<b>111</b>
<b>FY26 YTD</b>	<b>40</b>	<b>271</b>	<b>311</b>

Data for Pathway Home and HOST pulled on 6/01/2026. Numbers may be revised in future quarters. Figures may differ from other public dashboards due to differences in pull dates, business rules, and system coverage.

# Countywide Encampment Resolution Locations by Service Planning Area

**Total: 214**

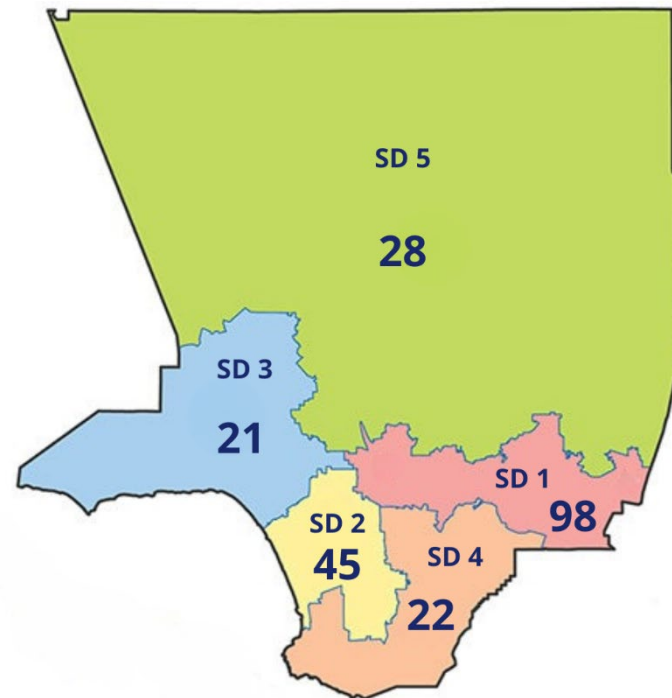
- SPA 1: 2
- SPA 2: 30
- SPA 3: 44
- SPA 4: 2
- SPA 5: 5
- SPA 6: 25
- SPA 7: 83
- SPA 8: 23



# Countywide Encampment Resolution Locations by Supervisorial District

**Total: 214**

- SD1: 98
- SD2: 45
- SD3: 21
- SD4: 22
- SD5: 28

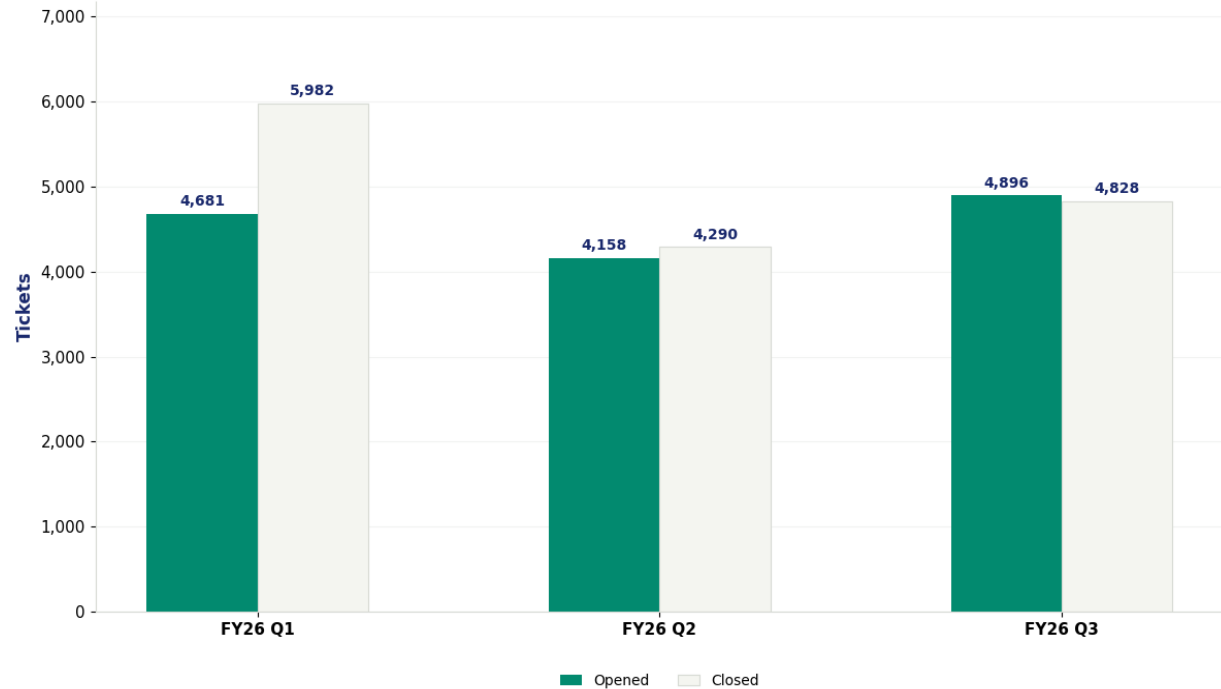
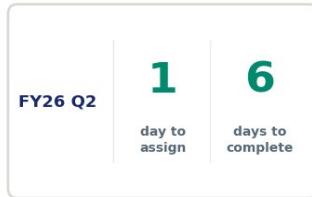


# Emergency Centralized Response Center (ECRC) Outcomes



# ECRC: Ticket Volume and Response Time

## LA-HOP: Median Response Time



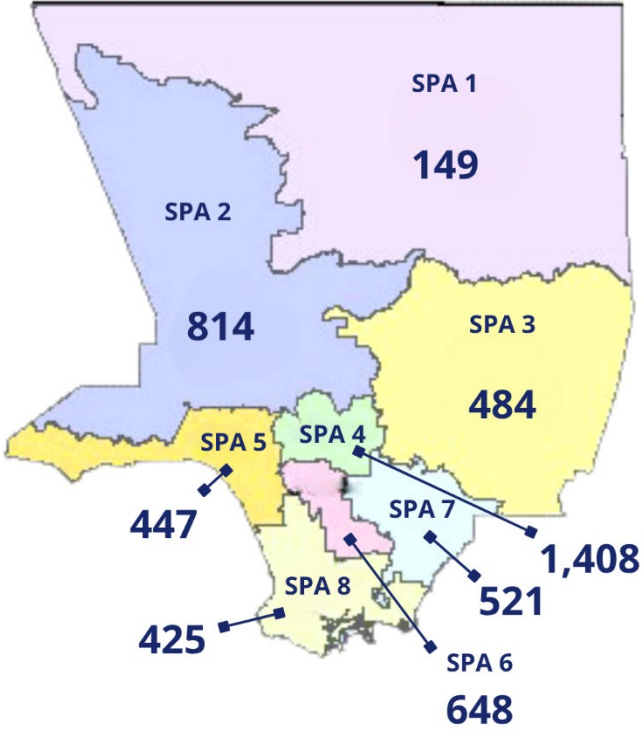
Note: Closed tickets include tickets opened before and during each quarter.

Data for ECRC ticket intake and response time pulled on 5/1/2026 and 6/5/2026, respectively. Numbers may be revised in future quarters. Figures may differ from other public dashboards due to differences in pull dates, business rules, and system coverage.

# ECRC: Tickets by Service Planning Area

**Total: 4,896**

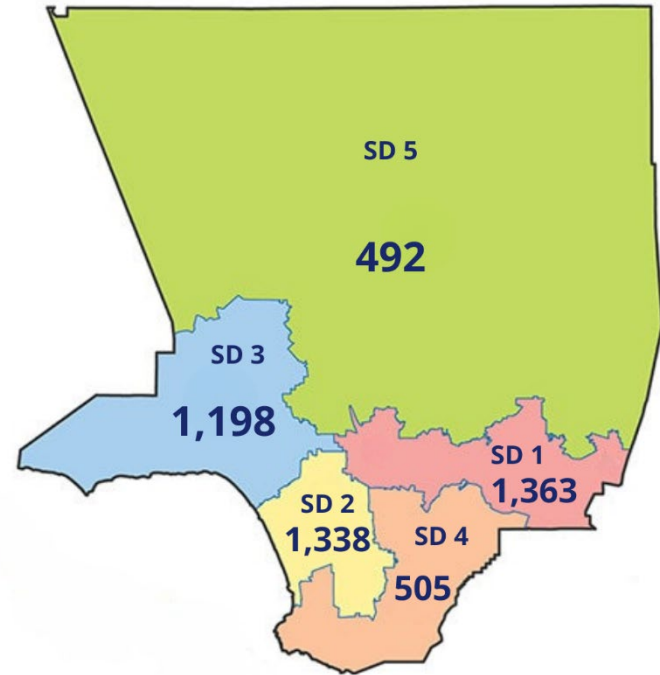
- SPA 1: 149
- SPA 2: 814
- SPA 3: 484
- SPA 4: 1,408
- SPA 5: 447
- SPA 6: 648
- SPA 7: 521
- SPA 8: 425



# ECRC: Tickets by Supervisorial District

**Total: 4,896**

- **SD 1:** 1,363
- **SD 2:** 1,338
- **SD 3:** 1,198
- **SD 4:** 505
- **SD 5:** 492



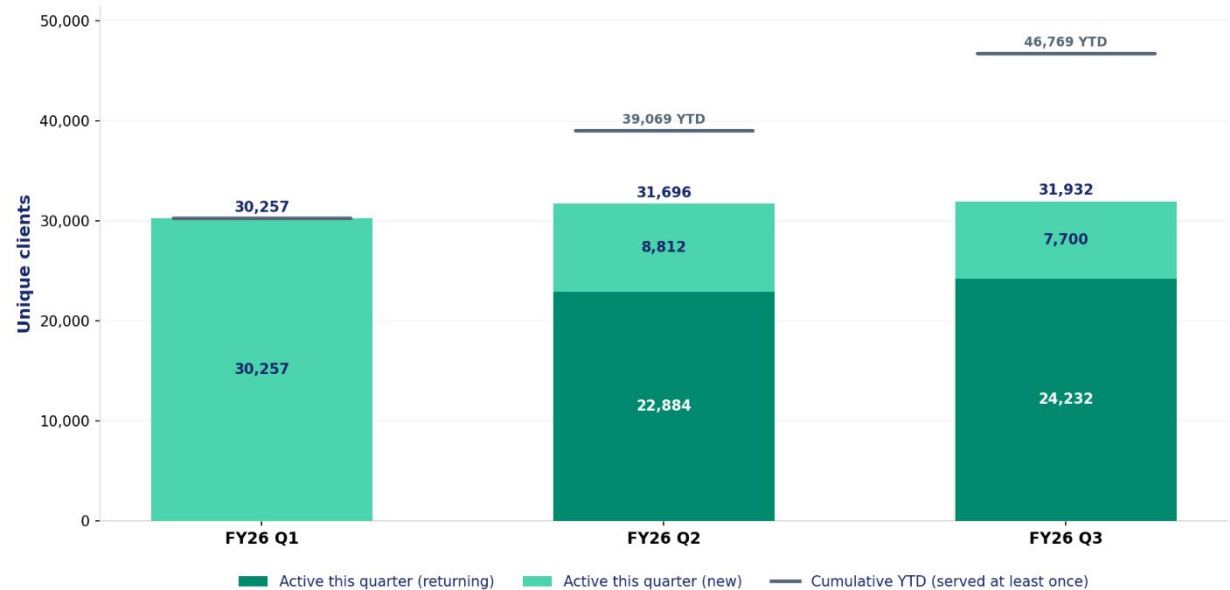
# Interim Housing Placements and Outcomes



# Interim Housing: Placed and Served

**7,700** unique participants newly placed during Q3

**31,932** unique participants served during Q3, bringing total served this FY to **46,769**



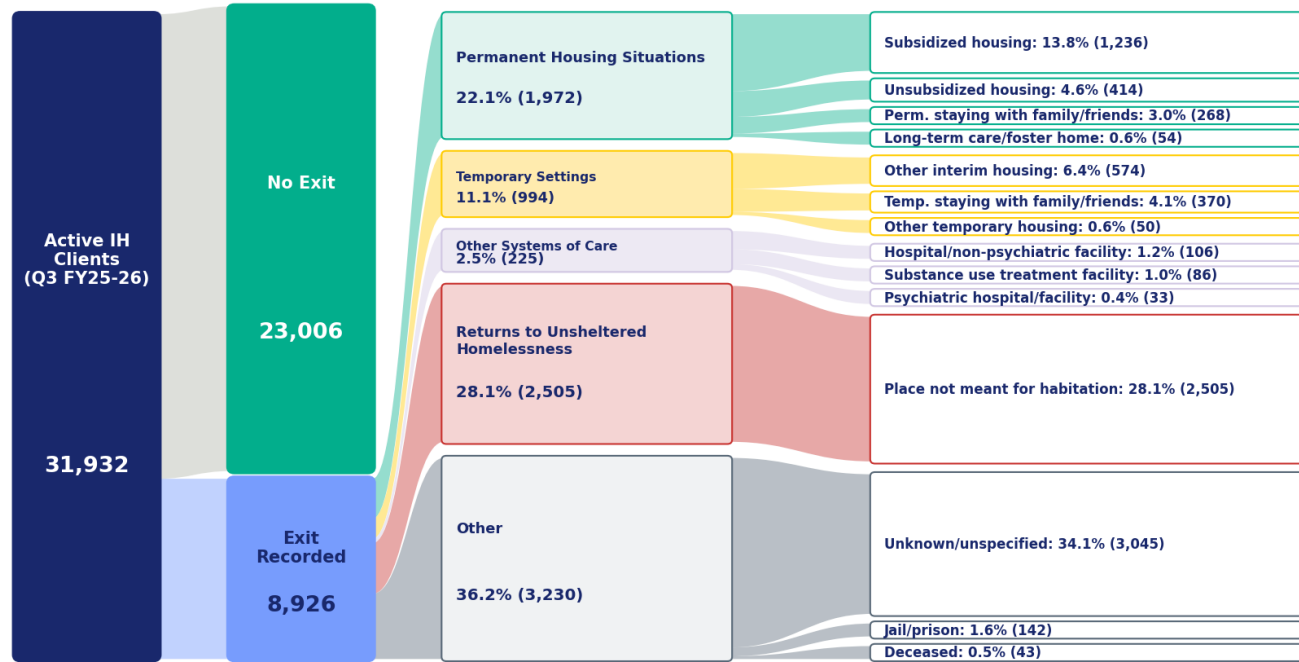
Metrics developed with support from LAHSA and CEO-CIO. Analyses and conclusions are those of HSH.

Data was pulled from HMIS on 5/22/26 and from CHAMP on 5/26/26. Numbers may be revised in future quarters. Counts are deduplicated via InfoHub. Clients whose identifiers are not accurately captured at data entry may be counted more than once. Figures may differ from other public dashboards due to differences in pull dates, business rules, and system coverage.

# Interim Housing: Exits

22% of exits from interim housing in Q3 were to permanent housing situations

28% of exits were returns to homelessness



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# Permanent Housing Placements and Retention

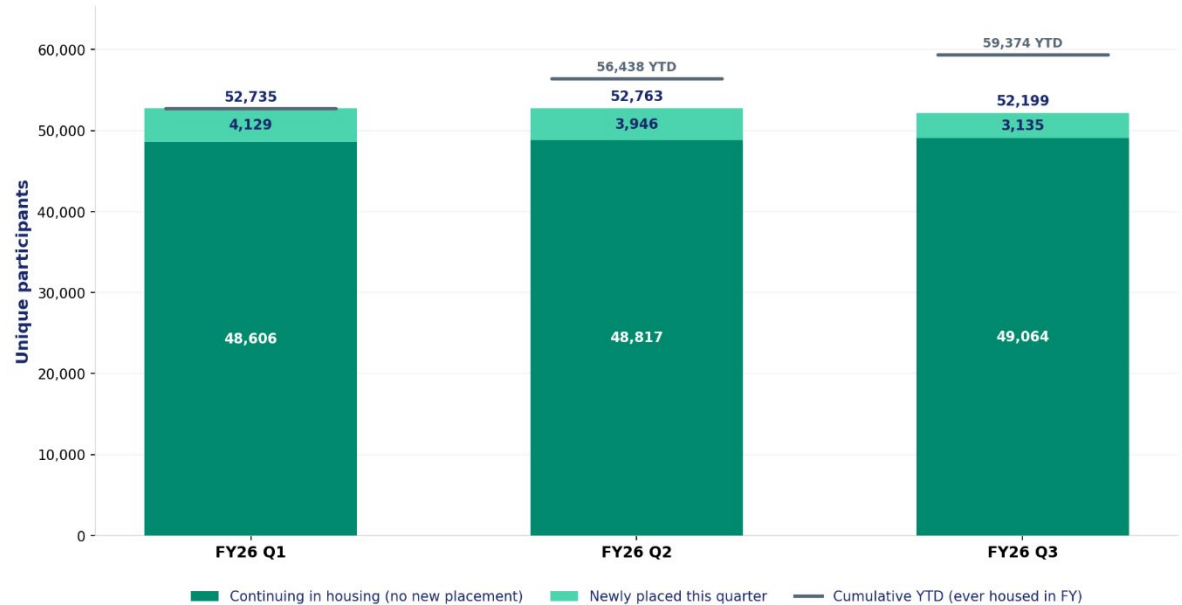


# Placements and Exits into Permanent Housing

**3,135** participants were newly placed into or exited into permanent housing in Q3:

- **1,436** PSH / other enrollments
- **849** TLS enrollments
- **850** self-reported exits to other subsidized housing

**52,199** new or continuing in PH in Q3



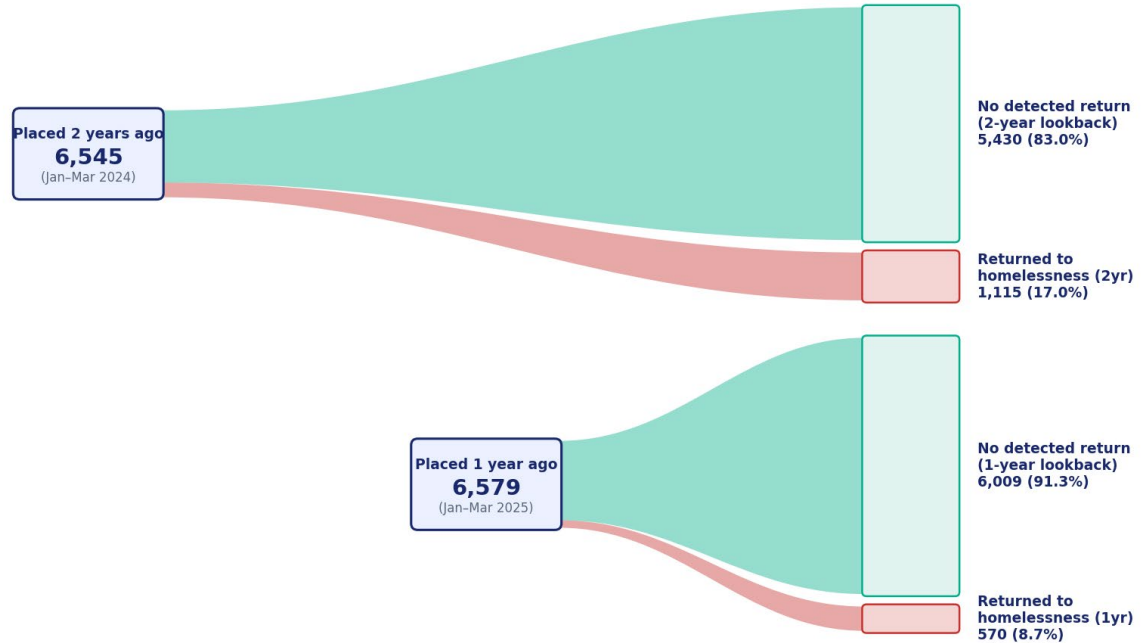
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# Permanent Housing Retention

**91%** of participants placed one year ago had no detected return to homelessness by end of Q3

**83%** of participants placed two years ago had no detected return to homelessness by end of Q3



Metrics developed with support from LAHSA and CEO-CIO. Analyses and conclusions are those of HSH.

“Placed (1/2) years ago” includes both enrollments in CHAMP/HMIS and self-reported exits to PH.

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# Key Performance Indicators Dashboard

HSH at a Glance   Street Outreach   Interim Housing   Permanent Supportive Housing   Dive Deeper   About the Data



## Street Outreach

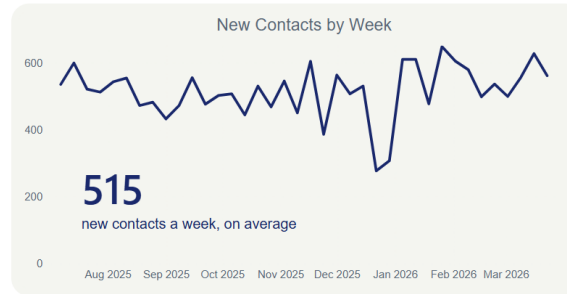
Street-based outreach involves experienced teams building relationships with people experiencing unsheltered homelessness and connecting them to housing, health care, behavioral health treatment, and other supportive services. Outreach is tailored to each person's needs.



## Who is street outreach reaching?

From **July 1, 2025** to **March 31, 2026**, HSH outreach teams contacted **23,223** people experiencing unsheltered homelessness, including **17,981** people contacted for the first time during the reporting period.

Of those contacted, **17,639**, or **76.0%**, received life sustaining services such as food and water.



[Key Performance Indicator Dashboard - LA County Homeless Services & Housing](#)

# Integrating Behavioral Health Services and Coordination with other County Departments



# Integration and Coordination with Departmental Partners

## Integrated Services Program (ISP)

- HSH, DMH, and SAPC continued collaboration to ensure once-homeless individuals in PSH and Enriched Residential Care settings can thrive by meeting physical health, functional health, and behavioral health needs
- Departmental collaboration with support from USC to develop the first comprehensive ISP Best Practices framework

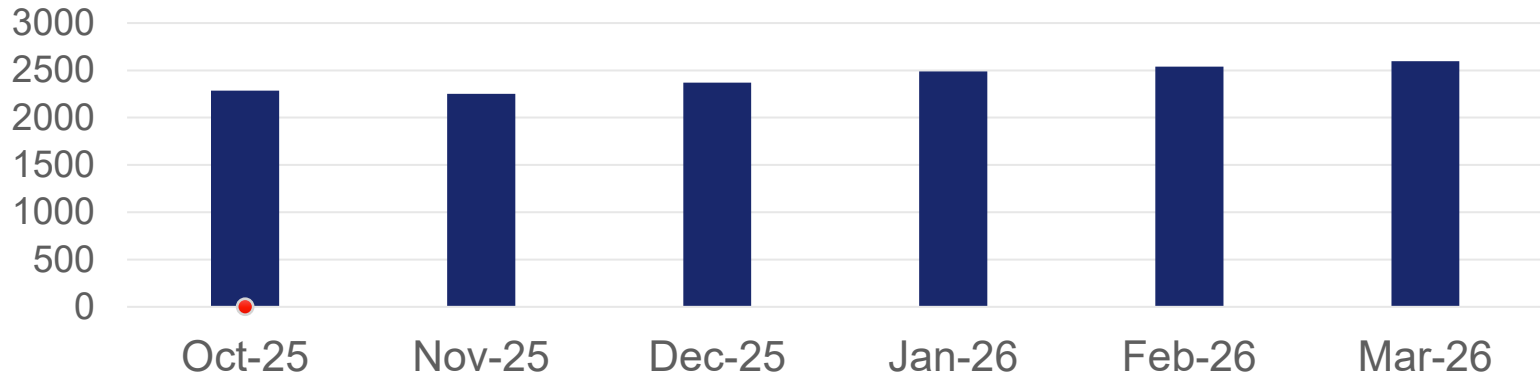


# Integration and Coordination with Departmental Partners

## Interim Housing Outreach Program (IHOP)

- Through IHOP, shelters referred individuals with ADL needs to integrated care teams who assess and link participants to services to prevent returns to street homelessness
- 10 IHOP teams served around 2,500 clients per month throughout every SPA

### IHOP Monthly Caseload (Oct 2025 - April 2026)



# Integration and Coordination with Departmental Partners

## Launching the Office of Unincorporated Services

- HSH received a \$300,000 technical assistance award from LACAHSa to support HSH's Office of Unincorporated Area (UA) Services and Strategies to strengthen cross-agency alignment, improve resource deployment, and advance Measure A goals in unincorporated communities

## Board Motion: Advancing Housing Solutions in Unincorporated Areas of LA County

- HSH, LACDA, and DCBA established a jointly designed, coordinated housing strategy specifically targeted to the UAs for affordable housing and prevention dollars

# Integration and Coordination with Departmental Partners

## HSH and DPSS Mega Memorandum of Understanding (MOU)

- HSH and DPSS established an MOU to partner on the Home Safe Program, Housing and Disability Advocacy Program, CalWORKs Housing Support Program, and CalFresh Fraud Incentive funding

## Youth Expansion Proposal

- HSH collaborated with DCBA, DCFS, DEO, DMH, DYD, and JCOD to prepare a philanthropic proposal to reduce youth homelessness in the County

## One Roof and Youth Homelessness System Improvement Grant Redesign

- HSH collaborated with DCFS, DMH, DPSS, and LACDA to redesign collective action tables to address youth homelessness

# Contract Execution and Invoice Payments



# Contract Executions



**Between January 1, 2026, and March 31, 2026:**

- **87** SHSMA agreements were transitioned from DHS and executed by HSH, within which **146** work orders were executed
- **43** new SHSMA agreements were initiated, within which **88** additional work orders were underway
- **183** standard agreements were transitioned from DHS, of which **181** were executed by HSH and **2** were underway
- **6** discretionary agreements were underway

# Invoice Payments

- **941** invoices were paid by HSH during the reporting period
- **96.7% (910)** were processed within target timeframes this FY through end of Q3
  - **723** timely payments were processed within 30 days
  - **187** prompt payments were processed to Local Small Business Enterprises within 15 days



# Employee Capacity and Stability



# HSH Staffing

Between January 1, 2026, and March 31, 2026:

- **6** County staff and non-County workforce members were hired
- **31** contingent offers were underway
- **14** emergency appointment bulletins were drafted with **3** posted to hire

As of March 31, 2026, HSH had:

- **357** County staff and **224** non-County workforce members
- **216** vacant positions, of which:
  - **60% (130)** positions were programmatic vacancies
  - **40% (86)** positions were administrative vacancies



# Success Story: Pathway Home in Action

Alma, 35, had been living in an RV in Lancaster with her partner and their dog, Chato, for more than a year and a half. In February 2026, she left behind the Lancaster desert and living in a succession of RVs for safe interim housing -- and a pathway to permanent housing -- through the Pathway Home program.

**“Worrying about survival every day—it doesn’t work,”** she said. **“We tried it. It didn’t.”**

Now safely indoors, Alma and her partner are meeting regularly with their case manager to continue their transition out of homelessness. She worked in business as an assistant before and looks forward to working again.



A city skyline at sunset with palm trees in the foreground and a teal banner with white text.

**Thank You & Questions**