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MEMO

To: The Honorable Members of the Los Angeles City Council
From: Nathaniel VerGow, Deputy Chief Programs Officer *NV*
Date: August 13, 2024
CC: Paul Rubenstein, Deputy Chief of External Affairs
Re: Report on Interim Housing Sites, Safety and Retention Improvement, Participant Agreements Violations, and Mental Health and Substance Use Disorder (Council File 23-0931)

I. BACKGROUND

This memorandum is submitted in response to [Council File 23-0931](#) approved by the Los Angeles City Council (Council) on September 19, 2023. The motion requests the Los Angeles Homeless Services Authority (LAHSA) to report on contractual obligations of interim housing providers regarding exit policies due to breach of Participant agreement; required training for contracted and subcontracted security staff at interim housing sites; number of reported altercations with clients including security staff at interim housing sites; and data on number of exits due to breach of behavior policy, including comparison to other types of exits. The motion also requests LAHSA make recommendations for how the City can enter into an agreement with Los Angeles County to provide clinical staff to oversee, advise, and coordinate with security and interim housing program staff regarding mental health and behavioral issues, with estimated costs.

LAHSA administers many types of Interim Housing by contracting with service providers. All Interim Housing programs, including Inside Safe, are required to adhere to the Los Angeles City and County Interim Housing Minimum Service and Operations Practice Standards (Appendix A), LAHSA Program Standards (Appendix B), and LAHSA Interim Housing Exit and Termination Standards (Appendix C), as well as their program-specific Scope of Required Services (SRS).

II. LAHSA INTERIM HOUSING EXIT AND TERMINATION STANDARDS

California Civil Code Section 1954.08 et seq codifies Assembly Bill 1991, which seeks to establish that individuals in interim housing programs do not establish residency and the conditions and processes under which participants in interim housing can be exited. To guide providers in the implementation of these laws, LAHSA created the Interim Housing and Exit and Termination Standards. The Interim Housing Exit and Termination Standards outline the requirements that all LAHSA-contracted Interim Housing Providers, also known as Shelter Program Operators, are expected to follow when exiting or terminating shelter program participants from Interim Housing (IH) Programs. The standards are modeled after and in compliance with California Civil Code Section 1954.08 et seq. These standards also adhere to the core



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components of Housing First¹, which is required and defined by Section 8255 of the California Welfare and Institutions Code.

Participants are made aware of the Interim Housing Exit and Termination Standards (Appendix C) as part of their enrollment process when they sign Participant agreements. The Shelter Program Operator must provide at least one Bilingual, Spanish speaking staff to meet the needs of participants receiving services. Shelter Program Operators must additionally have an established plan and procedure to provide services to participants whose primary language is not English. Shelter Program Operators must provide the Participant being terminated with a termination notice in clear, plain language that states the reason for the Termination, informs the Participant of their right to request a reasonable accommodation, and notifies the Participant of their right to utilize the Grievance Process outlined in the LAHSA Program Standards (Appendix B). The Shelter Program Operator must also document good faith, reasonable efforts to refer a Participant to and facilitate an intake for another local interim shelter program. Shelter Program Operators can avoid Terminations for behavioral concerns if a Behavior Mitigation Plan can be identified and endorsed by both the Participant and the Shelter Program Operator.

A Behavior Mitigation Plan is a written agreement between the Participant and the Shelter Program Operator specifying which behaviors the Participant must agree to stop or reduce to maintain their participation in the Program. They are unique to each individual situation and LAHSA's Grievance Coordinator is available to assist Shelter Program Operators and all LAHSA contractors with creating and managing Behavior Mitigation Plans. Criteria for Behavior Mitigation Plans include clearly defining the behavioral issue(s) that is occurring, reviewing the plan with the participant and documenting the steps the provider and participant must take to assist the participant in addressing/preventing the behavior from reoccurring, outlining possible outcomes of continuing the behavior, and having the participant sign the agreement. Besides co-creating Behavior Mitigation Plans, LAHSA's Grievance Coordinator provides technical assistance and consultation to providers to support them in addressing client grievances and to ensure that they are following all program guidelines, guides participants through the grievance process, and serves as liaison in the event of any participant appeal of a provider's proposed resolution of a participant grievance.

Participant Termination Criteria

Shelter Program Operators are required to disclose termination policies to participants in writing, in plain language, upon enrollment in an interim housing program, including an extensive list of both permissible reasons for IH program termination and of criteria that are not sufficient grounds for program termination. Grounds for immediate program termination include the following:

1. Any conduct that constitutes a "direct threat," defined as a substantiated threat to the health or safety of others (i.e., significant risk of bodily harm or would cause substantial physical damage

¹ Welfare and Institutions Code – WIC, Division 8, Miscellaneous [8050-8266], Chapter 6.5, Housing First and Coordinating Council [8255-8257.2]
https://leginfo.ca.gov/faces/codes_displayText.xhtml?lawCode=WIC&division=8.&title&part&chapter=6.5.&article



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to the property of others) and such risk cannot be sufficiently mitigated or eliminated by a reasonable accommodation. (See Cal. Code Regs., tit. 2, § 12179(b) (3)).

2. Sexual assault or verbally or physically threatening behavior that rises to the level of a “direct threat” to persons or property.
3. Threats or actual acts of physical violence to staff or other program Participants.

Other possible reasons for program termination with advance notice include, but are not limited to:

1. Direct observation of Shelter Program Participant engaging in illegal activity at the program location.
2. Shelter Program Participant has breached/violated a term or condition of the Participant Agreement or the Shelter Program Operator’s policies and procedures.
3. Shelter Program Participant has successfully secured permanent housing.
4. Shelter Program Participant has secured housing through reunification services or otherwise self-resolved their housing crisis.
5. Shelter Program Participant has relocated outside of Los Angeles County.
6. Shelter Program Participant is enrolled in and actively receiving bed services at another Interim Housing program.
7. Shelter Program Participant does not meet the eligibility requirements for the program established by the Shelter Program Operator.
8. Shelter Program Participant has exceeded the time limits established by the Shelter Program Operator (e.g., a time-limited winter shelter site)
9. Shelter Program Participant has consistently refused and/or failed to cooperate with the Shelter Program Operator in identifying housing options.
10. Shelter Program Participant has been absent from the Program for three (3) or more consecutive calendar days without prior approval from the Shelter Program Operator and attempts to contact Participants have been unsuccessful.

Meanwhile, the following criteria are not sufficient to warrant program Termination:

1. Substance Use Disorder
2. Having little to no income
3. Active health issues
4. Mental health conditions
5. Failure to abide by personal budget
6. Medication non-compliance

If a participant believes they have been terminated from a program for reasons not aligned with the Shelter Program Operator’s policies and/or LAHSA’s Program Standards or Exit and Termination Standards, they can file a grievance with the provider. Further details on the grievance process are explained in Section V of this report.



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III. INTERIM HOUSING DIRECT SERVICE STAFF TRAINING

At baseline, all LAHSA Programs must adhere to LAHSA Program Standards, which require all contractors, including those not operating an interim housing shelter but contracted to provide other homeless services, to train all employees who interact with Program Participants in the context of their daily work on the following topics:

1. Motivational Interviewing
2. Progressive Participant Engagement
3. Problem-Solving
4. Trauma Informed Care
5. Harm Reduction

In addition, as outlined in Interim Housing Program SRS Documents², Shelter Program Operators must further train staff on the topics noted in Table 1 below. All these training courses are accessible to LAHSA Contractors on LAHSA's Centralized Training Academy (CTA) website.

The CTA is a large-scale resource that provides high quality, in-depth training free of charge to Los Angeles homeless service providers. LAHSA offers the CTA as a comprehensive resource for staff throughout the region working in the homeless services industry. Training courses are added and/or updated on a regular basis to reflect system or program updates and to provide additional development opportunities in a variety of topics beyond standard program guidelines, such as conflict management and communication skills.

² (Crisis/Bridge) Housing for Adult Programs Scope of Required Services (SRS). Los Angeles Homeless Services Authority.

<https://www.lahsa.org/documents?id=7216-scope-required-services-srs-crisis-bridge-housing-for-adults-program-srs-final-fy2023-2024.pdf>

Note: There are separate SRS documents for each Interim Housing Program, but they share common language about training and other general topics. See Appendix H for a comparison of Interim Housing SRS Documents. See Appendix I for full Scope of Required Services Example for Crisis Bridge Housing for Adults.



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Table 1. Required Interim Housing Staff Trainings

Required Training	Applicable Staff
HMIS	Case Managers
Case Management and Systems Navigation I	All Staff (Entry level)
Case Management and Systems Navigation II	Direct Service Staff (with minimum of 6 months homeless services experience)
Care Coordination and System Navigation III	Supervisors
Problem Solving	Case Managers
Boundaries and Ethics	All Staff
De-escalation	All Staff
Harm Reduction	All Staff
Trauma Informed Care 101 & 102	All Staff
Motivational Interviewing	Case Managers
Quality Standards (includes Grievance Process and Incident Reporting)	Supervisors
Mandated Reporter Training	Direct Service Staff
Overdose Education and Naloxone Distribution	Direct Service Staff
Document Acquisition	Case Managers

With respect to security services, most Interim Housing sites contract with independent firms and these security contractors use separate training protocols. The focus of those security services is typically to observe, report and engage emergency services as necessary, rather than to be the primary party intervening with Participants; this is to allow fully qualified service provider staff to step in with de-escalation support and follow up with Participants. Security service contractors directly contracted by LAHSA must require employees to attend trainings pertaining to best practices when working with people experiencing homelessness.³

To institute higher standards of training and/or performance expectations for security contractors at Interim Housing sites, additional funding would be needed. Possibilities for achieving this goal are in progress as part of the Interim Housing Bed Rates analysis related to Council File 23-1348 to ensure that the full cost of services, including trained security service contractors, are included in each interim housing contract.

³ LAHSA 2023 Security Services Vendor RFQ. Los Angeles Homeless Services Authority.
<https://www.lahsa.org/documents?id=7709-2023-security-services-vendor-rfq.pdf>



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IV. LAHSA QUALITY STANDARDS: GRIEVANCES AND INCIDENT REPORTING

All Interim Housing staff with supervisory responsibilities must complete the LAHSA Quality Standards Training, which includes the Grievance Process and Incident Reporting. The Grievance Process and Incident Reporting are two different quality standards enforcement mechanisms used by LAHSA to ensure participant safety and satisfaction systemwide. The Grievance Process provides program Participants with an avenue to address concerns toward a LAHSA contracted service provider (Contractor, which is inclusive of but not limited to Shelter Program Operators) providing any kind of contracted work related to homeless services. Meanwhile, Incident Reporting is the process through which LAHSA Contractors report Incidents to LAHSA for tracking and resolution support. Incident Reporting captures altercations at IH sites, not the Grievance Process, so it is the source of the data included in this report, but both processes are important to understanding LAHSA Quality Standards.

LAHSA's Grievance Process

In the Grievance Process (Appendix D), Contractors must provide information to all program Participants about the Grievance Process and review it with them during program enrollment and have Grievance forms readily available as well as keeping Grievance Process information posted onsite in visible locations. Contractors are required to create and distribute their own Grievance forms. Again, the Grievance Process is used when a program Participant wishes to lodge a complaint against a Contractor. Contractors must also provide Participants with information about the Office of the Los Angeles City Attorney Dispute Resolution Program and explain the Participants' right to review a Contractor's response to any grievance with the assistance of a mediation or dispute resolution center.

Participants file grievances first with the Contractor, who must respond within 3 business days. If the Contractor does not respond within that period, the Participant may contact LAHSA via email or phone number (available on the Grievance Process Guide [Appendix D]) to submit their grievance form. If the Contractor does respond, but the Participant is not satisfied with the response, they can file an appeal with the Contractor. If the Participant wishes to appeal against the decision resulting from their appeal to the Contractor, they may contact LAHSA (via the email or phone number in the Grievance Process Guide [Appendix D]) to submit a Grievance Due Process Appeal to ensure the resolution was compliant with all Contractor obligations. Participants may contact the County-wide grievance line operated by the Los Angeles County Department of Public Health (DPH)⁴ to identify the funder of the program in which they are enrolled and share their grievance directly with the program's funder (for programs funded through the County). If a participant contacts LAHSA related to a grievance for an occurrence that did not happen in a LAHSA funded program, LAHSA's Grievance Coordinator will provide the County-wide Grievance Line information to help the participant identify the funder of their program. Frequently, participants at the

⁴ Department of Public Health County-Wide Grievance Contact Information Phone number: (888) 700-9995 - Email: DPH-IHP@ph.lacounty.gov



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same shelter sites, served by the same provider, are enrolled in different programs, due to braided funding streams.

When a Grievance Due Process Appeal for a LAHSA funded program reaches LAHSA, the Grievance Coordinator contacts the Participant to discuss the matter and determine next steps. For most inquiries to LAHSA's Grievance Coordinator, the Participant is referred to the Contractor to resolve the grievance without direct intervention from LAHSA, because the participant has not yet taken all necessary actions with the Contractor to reach a resolution of the grievance. The LAHSA Grievance Coordinator then works directly with the Contractor and Participant to help the parties reach a satisfactory resolution. In cases where a Participant remains dissatisfied with the Contractor's resolution, but the Contractor has acted fully in accordance with LAHSA Program Standards, the Participant sometimes requests to work with a different Contractor and the Grievance Coordinator helps with that referral as an alternative resolution to the grievance. It is rare for a formal Grievance Appeal to reach a point where LAHSA intervention is required. This is because (1) LAHSA staff work closely with providers to find appropriate resolutions in a collaborative manner to prevent escalation of grievances and (2) It is in the Contractors' best interest to resolve Grievances internally and efficiently, to minimize their impact on Program operations.

In the case that a Grievance involves a Contractor breach or misunderstanding of contractual requirements and compliance, LAHSA works with both the Contractor and Participant to determine a resolution, and the Contractor may receive a Corrective Action Notice. Full details of the Grievance Process are included in the LAHSA Program Standards document (Appendix B) available on the LAHSA website. For the period reviewed in this report, July 2022 to December 2023, the LAHSA Grievance Coordinator found no incidences of a Grievance Due Process Appeal related to a Program Termination at any Interim Housing site.

LAHSA's Incident Reporting Process

Incident Reporting is a process carried out by LAHSA Contractors without direct Participant involvement. LAHSA Contractors are required to submit Incident Reports to LAHSA within 12 hours when any Incident occurs that involves acts of violence, injuries, signs of contagious disease, signs of abuse/neglect, death of Participants and/or staff, damage/theft to facility and/or property by Participants and/or staff or emergency personnel/first responders (police, sheriff, fire department, etc.) being discharged to the facility. Full Incident Reporting policies and procedures are outlined in the LAHSA Program Standards (Appendix B). In addition to reporting such Incidents to LAHSA through the Incident Reporting email address, Contractors must track Incidents on their own and must maintain their own written set of Incident Reporting Policies and Procedures that comply with the LAHSA Program Standards.

The LAHSA Quality Standards Unit tracks all Incident Reports they receive and offers technical assistance, as needed, to support Contractors in response to and/or resolution of the reported incidents. The focus of incident resolution and technical assistance is foremost on safety for all Participants and staff at the site, and secondly on retention of any involved Participants using Behavior Mitigation Plans, with Program



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Termination as a last resort. If a Participant is terminated in relation to an incident (or for any reason), the Contractor must document good faith, reasonable efforts to refer that Participant to and facilitate an intake at another local shelter. Contractors are also required to follow mandated reporter guidelines to report suspicion of abuse, neglect, trauma, and/or death to the appropriate County agency or hotline.

V. LAHSA INTERIM HOUSING INCIDENT DATA

A spreadsheet inclusive of incidents reported to LAHSA by Interim Housing Contractors between July 2022 and November 2023 is attached to this report (Appendix G), along with the LAHSA Incident Report Form (Appendix E). Table 2 provides a summary of reported incidents across IH sites during the same timeframe. Full Incident Reports are not shared publicly due to Participant privacy concerns. The attached spreadsheet includes Date, Address, Incident Type(s), Program Component (Tiny Home Village, Project Homekey, etc.), and Population served at the site. Transitional Aged Youth (TAY) Incidents are excluded from this list because TAY Interim Housing is primarily provided at scattered locations.

LAHSA does not track security guard involvement as a criterion for tracking incidents, so this report instead includes all incident types that would likely involve security interventions. One Incident Report can include multiple Incident Types, which is detailed on the attached spreadsheet (Appendix G). In Table 2, the focus is on the primary Incident Type reported. Occasionally, 'Termination' is listed as the second Incident Type on an Incident Report if Termination occurs immediately following the primary incident. However, this does not mean that there was no Termination in cases that do not list Termination as a secondary incident. It is not required to report a Program Termination as an incident. Therefore, there may be more Terminations associated with incidents than the table identifies. There are also some cases in which a Termination is reported as the Incident Type because the staff saw it as causative of the following incident. Those are identified specifically as one of the Incident Types in Table 2.



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Table 2. Incidents Reported at IH Congregate Sites between July 2022 and November 2023

Incident Type	Number of Incidents Reported (as primary Incident type reported)	Frequency of Termination Reported at Time of Incident: total, (percentage of Incident type)
Assault to Client - Physical	204	51 (25%)
Assault to Client - Sexual	10	1 (1%)
Assault to Staff - Physical	74	12 (16%)
Assault to Staff - Sexual	6	3 (50%)
Contraband	75	13 (17%)
Fire or Fire Alarm	122	23 (19%)
Harassment - Physical	4	0 (0%)
Harassment - Sexual	17	3 (18%)
Inappropriate Behavior	119	4 (3%)
Noncompliance	42	5 (12%)
Police Involvement*	32	0 (0%)
Property Damage	103	18 (17%)
Safety Concern**	25	1 (4%)
Staff Issues***	4	0 (0%)
Substance Abuse	1	0 (0%)
Suicidal Ideations	1	0 (0%)
Termination	11	N/A
Theft	51	13 (26%)
Threats of Violence	299	56 (19%)
Trespassing	38	3 (8%)
Weapons	71	1 (1%)
ALL SELECTED INCIDENT TYPES	1309	208 (16%)

*Police Involvement could happen as response to an Incident or be the incident itself – for example, if police report to an IH site to question a Participant.

** Safety Concern includes situations in which a Participant states they do not feel safe, often due to presence of another Participant they find threatening or with whom they have negative history.

***Staff Issues includes issues in which a staff member is under investigation for inappropriate behavior (such as assault) reported by Participants or other staff.



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VI. INTERIM HOUSING PROGRAM EXIT DATA

In Fiscal Year 2022-2023, there were 29,589 Program Exits recorded into HMIS from Interim Housing Programs in the Los Angeles Coordinated Entry System (CES). This is inclusive of all populations (Single adults, TAY, and Families), all Interim Housing Sites, and Program Types (excluding Transitional Housing and Recuperative Housing), and all funding sources. In the first half of Fiscal Year 2023-2024 (July 2022 to December 2023), there were 12,550 exits.

Tables 3-6 summarize IH Exit Reasons and Exit Destinations data retrieved from HMIS in December 2023, covering July 2022-December 2023 (Appendix F). Table 3 tallies Exit Destinations of Exits from IH for all reasons in Quarter 1 of FY 23-24, and Table 4 does the same for Exits in Quarter 1 of FY 23-24 aligned with the reason: “Breach of Behavioral Contract” as directed in the motion. It must be highlighted that “Breach of Behavioral Contract” is not a LAHSA defined Exit Reason, so we consolidated several LAHSA defined Exit Reasons that align with the request: “Non-compliance with program”, “Disagreement with rules/persons”, and “Criminal activity/destruction of property”.

Referring to Tables 3-6, there were more than twice as many exits to Unsheltered Homelessness for Participants Exited for “Breach of Behavioral Contract” than for Participants Exited for any reason both for Quarter 1 FY 23-24 (19% difference) and for FY 22-23 (16% difference). Participants Exited for “Breach of Behavioral Contract” made up 51% of all exits to unsheltered homelessness in Quarter 1 FY 23-24 and 50.5% in FY 22-23. At both the quarterly and annual scale, data shows that alternative shelter placement is being offered in accordance with LAHSA Policy at least in some cases to those Exited for “Breach of Behavioral Contract”, as 17% exited to shelters in Quarter 1 of FY 23-24 and 18% in the entire FY 22-23. Note that in all the tables, the percentages are of the total number of exits for that period (the first columns in the tables). In Tables 4 and 6, the percentages in the first columns show the percentage of exits for “Breach of Behavioral Contract” out of the total number of exits for that period. So, for example, 23% of all Exits in Quarter 1 of FY 23-24 in Table 4 were due to “Breach of Behavioral Contract”.

The full dataset is attached to this report (Appendix F)⁵. For the context of this report and for clarity of information, Exit Destinations have been consolidated into 6 categories as follows:

- “Exits to Permanent Housing” includes “Rental by client, with ongoing housing subsidy”, “Owned by client, with ongoing housing subsidy”, “Staying or living with family, permanent tenure”, “rental by client, no ongoing housing subsidy”, “Staying or living with friends, permanent tenure”, and “Moved from one HOPWA funded project to HOPWA PH”.

⁵ Please note that the spreadsheet includes a Subtotal formula for aiding any users in making calculations with the data. Also note that the Subtotal formula uses the “Update/Exit Screen Number of Enrollments” column. Each number in that column represents the number of households which meet the same criteria in the full row. For example, if there were 3 households that exited the same IH site in the same month with the same exit reason and destination, there will be a 3 in the column.



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- “Exits to Institutions” includes “Substance abuse treatment facility or detox center”, “Jail, prison, or juvenile detention facility”, “Hospital or other residential non-psychiatric medical facility”, “Long-term care facility or nursing home”, and “Psychiatric hospital or other psychiatric facility”.
- “Exits to Shelters” includes “Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter”, and “Safe Haven”.
- “Exits to Transitional or Temporary Housing” includes “Residential project or halfway house with no homeless criteria”, “Transitional housing for homeless persons (including homeless youth)”, “Hotel or motel paid for without emergency shelter voucher”, “Staying or living with friends, temporary tenure (e.g., room, apartment, or house)”, “Staying or living with family, temporary tenure (e.g., room, apartment, or house)”, “Foster Care Home or Foster Care Group Home”, and “Host Home (non-crisis)”.
- “Exits to Unsheltered Homelessness” includes “Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)”.
- “Other Exits” includes “No exit interview completed”, “Client prefers not to answer”, “Deceased”, and “Data not collected”, “Client doesn’t know”, and “Other”. Note that many of these likely result in Unsheltered Homelessness, but it cannot be quantified.

Table 3. IH Exit Destinations for All Exit Reasons – by Month and Quarter – Q1 FY 23-24

Time Period	Total Exits	Exits to Permanent Housing	Exits to Institutions	Exits to Shelters	Exits to Temporary Housing	Exits to Unsheltered Homelessness	Other Exits
07/23	2559	619 (24%)	223 (9%)	334 (13%)	328 (13%)	399 (16%)	656 (26%)
08/23	2681	675 (25%)	213 (8%)	422 (16%)	291 (11%)	420 (16%)	660 (25%)
09/23	2379	569 (24%)	148 (6%)	356 (15%)	298 (13%)	364 (15%)	644 (27%)
Total Q1 FY 23/24	7619	1863 (24%)	584 (8%)	1112 (15%)	917 (12%)	1183 (16%)	1960 (26%)



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Table 4. IH Exit Destinations for Breach of Behavior Agreement – by Month and Quarter – Q1 FY 23-24

Time Period	Total Exits Related to Breach of Behavior Agreement	Exits to Permanent Housing	Exits to Institutions	Exits to Shelters	Exits to Temporary Housing	Exits to Unsheltered Homelessness	Other Exits
07/23	599 (23%)	9 (2%)	31 (5%)	77 (13%)	66 (11%)	206 (36%)	210 (36%)
08/23	578 (22%)	8 (1%)	39 (7%)	111 (19%)	41 (7%)	213 (37%)	166 (29%)
09/23	552 (23%)	7 (1%)	25 (5%)	103 (19%)	56 (10%)	190 (34%)	171 (31%)
Total Q1 FY 23/24	1729 (23%)	24 (1%)	95 (5%)	291 (17%)	163 (9%)	609 (35%)	547 (32%)

Table 5. IH Exit Destinations for All Reasons – Fiscal Year 2022-2023

Time Period	Total Exits	Exits to Permanent Housing	Exits to Institutions	Exits to Shelters	Exits to Temporary Housing	Exits to Unsheltered Homelessness	Other Exits
FY 22-23	29,589	6488 (22%)	2143 (7%)	4467 (15%)	3769 (13%)	4503 (15%)	8219 (28%)

Table 6. IH Exit Destinations for Breach of Behavioral Agreement – FY 2022-2023

Time Period	Total Exits Related to Breach of Behavior Agreement	Exits to Permanent Housing	Exits to Institutions	Exits to Shelters	Exits to Temporary Housing	Exits to Unsheltered Homelessness	Other Exits
FY 22-23	7404 (25%)	70 (1%)	462 (6%)	1303 (18%)	737 (10%)	2275 (31%)	2557 (35%)

VII. INTERIM HOUSING CLINICAL PERSONNEL: ESTIMATED COSTS AND RECOMMENDATIONS

The motion that prompted this report included a request for estimated costs associated with implementation of increased Street Medicine or DMH Teams presence at Interim Housing sites within the City of Los Angeles. At the time of writing this report, however, a collaborative effort between DMH, DHS, DPH, and LAHSA to that end is already underway. In 2022, the California Department of Health Care



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Services (DHCS) announced funding for the Housing and Homelessness Incentive Program (HHIP), which encourages Medi-Cal Managed Care Plans (MCPs) to address homelessness and housing insecurity as social determinants of health. The Los Angeles MCPs (L.A. Care and Health Net) consulted with LAHSA, CEO HI, DHS, DMH, and DPH in planning for use of the HHIP funds awarded to Los Angeles County. Resulting investments include Street Medicine expansion and capacity building, funding field-based teams to assess individual Activities of Daily Living (ADLs) for people experiencing homelessness, providing caregiving for people with ADL needs in IH, and providing enhanced services funding to place members in Adult Residential Facilities (ARFs) and/or Residential Care Facilities for the Elderly (RCFEs). This program is closely tied to another significant HHIP investment into Master Leasing through the DHS's Housing for Health's Master Rent Subsidy Agreement (MRSA) and LAHSA's Resident and Property Support Services (RPSS). The MRSA is operated by Brilliant Corners and is known as the Flexible Housing Subsidy Pool (FHSP), which couple rental subsidy and housing stability supports with Intensive Case Management Services (ICMS).

There is also a cross-agency field-based program that started in early 2024 called the Interim Housing Outreach Program (IHOP), which will not only provide assessment and referrals, but also provide access to high-quality, real-time behavioral health services (mental health and substance use disorder (SUD) services) for eligible clients. Eligibility criteria for DMH or DPH services includes having an unaddressed behavioral health (mental health and/or substance use) disorder and needing linkage to mental health and/or SUD services. IHOP outreach teams are not emergency response teams but are available to IH sites to provide onsite services as needed. Service Planning Areas (SPAs) 4 and 6 will be prioritized first, with a focus on understanding shelter demographics, staff capacity, and building trusting relationships with shelters to facilitate IHOP teams' effectiveness. The teams will include psychiatrists and/or nurse practitioners, social workers, medical case workers, substance use counselors, nurses, and community health workers.

The IHOP program will include 18 total teams which together have the capacity to serve all IH sites in the City of Los Angeles on a referral basis. Note that these teams are exclusive to Interim Housing sites and will not overlap with existing street medicine teams or MDTs. Also note that IHOP is *not* related to LA-HOP in any way and IHOP teams can *only* be requested by Interim Housing site operators. Funding from HHIP is \$22 million over 5 years to fund the DHS portion of the program, braided with Mental Health Service Act (MHSA) Innovations funding at \$156 million over 5 years to fund the DMH and DPH Substance Abuse Prevention and Control (SAPC) portion of the program. Referrals will be carried out through emailed forms and prioritized based on level of acuity and number of clients needing services at each site. There are teams assigned to each service planning area (SPA) and two teams assigned to SPA 4 and SPA 6, where the need is higher. In total, there will be 10 teams supporting the service areas comprised of clinical staff and 8 additional teams (one per SPA) comprised of community workers and peers. DMH has assigned 169 staff to IHOP teams. The overarching goal of the IHOP teams is to improve Participants' housing and health outcomes, especially by addressing their immediate behavioral and physical health needs so that they are not exited from IH sites before attaining permanent housing.



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DPH Substance Abuse Prevention and Control (SAPC) will be supporting the IHOP teams through their network of Client Engagement and Navigation Services (CENS) agencies, funded by the MHSA Innovations Grant. There is one lead CENS agency in each Service Planning Area that will support the IHOP teams with a total of 28 SUD counselors (registered or certified SUD counselors) countywide. The CENS core activities include the following: SUD outreach and engagement, SUD education to individuals and agency staff, SUD screening and referral/linkages to treatment, public benefit eligibility determination and enrollment assistance, SUD service navigation, and linkages to ancillary services. The MHSA Innovations funding will also support the procurement and distribution of overdose prevention kits to all interim housing residents under the IHOP project as well as fund 16 clinicians (Psychiatric Social Workers) who will be embedded at co-occurring disorders capable SUD residential treatment programs and 10 SUD residential beds for co-occurring disorder clients in need of SUD, referred through the IHOP project.

Collaboration between IHOP teams and shelters will further enhance existing efforts to triage people experiencing homelessness across IH sites, known as Air Traffic Control (ATC). ATC consists of daily case conference between DHS' Housing for Health (HFH), DMH, and LAHSA during which they discuss cases of people experiencing homelessness who are pending IH placement or currently residing at an IH site to ensure they are served in the most appropriate IH facility based on their individual needs. This group also convenes for site decompression or demobilization. There is a separate ATC group assigned to Skid Row and co-located in an access center at 6th and Maple, where they will provide immediate triage of individuals to IH sites.

While there is no way to guarantee that all people residing at IH sites will attain permanent housing and not be exited back to unsheltered homelessness, all these efforts will ensure that every person has a fair chance. People cannot be forced to participate in mental health or SUD services, but the more support is present and available, the more people will take part. It must be recognized, still, that even if there were psychiatrists and other clinical staff on site at every IH site 24 hours a day, untimely exits to unsheltered homelessness would never be fully reduced to zero.

Since the above-described intervention directly addresses the request in the motion for clinical personnel integration into IH sites, there is no associated recommendation for the City to enter into an agreement with the County for such a program. For reference, if the City does seek to provide funding for an expansion or to create a similar program, general costs and staffing requirements are outlined below:

The total program cost for one year is \$6,295,862.10, comprised of \$5,419,511.00 in direct costs and \$876,351.10 in indirect costs. Staffing requirements include that at least one staff member hold each of the following clinical licensures:

- PHYSICIAN - INTERNAL MEDICINE
- SUPERVISING CLINIC NURSE I
- OCCUPATIONAL THERAPY SUPERVISOR I
- STAFF ASSISTANT I
- NURSE MANAGER



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- NURSE PRACTITIONER
- REGISTERED NURSE II
- REGISTERED NURSE I
- CLINIC LICENSED VOCATIONAL NURSE II
- OCCUPATIONAL THERAPIST I
- PATIENT RELATIONS REPRESENTATIVE

VIII. CONCLUSION

This report has provided an overview of LAHSA policies related to exit policies for Interim Housing providers within the Los Angeles CoC. LAHSA carries out extensive due diligence to reduce the number of unnecessary exits from Interim Housing systemwide through supportive technical assistance to its service providers across training, incident reporting, and client grievance processes. This is part of LAHSA's overall commitment to Active System Management and holding all providers accountable to equitable and consistent service standards across all system components. All Interim Housing sites operated within the Los Angeles CoC strive to function through trauma-informed, housing first strategies to best support people experiencing homelessness as they transition into safe indoor environments in the ultimate pursuit of attaining permanent housing. LAHSA staff, leadership, and service providers look forward to strengthening these efforts through collaboration with multiple County Departments to ensure success of the upcoming expansion of the IHOP program described above, and welcome feedback and further involvement of the City of Los Angeles in this endeavor.

Los Angeles City and County

Interim Housing Minimum Service and Operations Practice Standards

INTERIM HOUSING OVERVIEW

Interim Housing (IH) is an intervention that provides people experiencing homelessness with temporary housing intended to resolve their immediate experience of unsheltered homelessness, connect participants to permanent housing opportunities in their communities, and provide various other services. IH, as defined by Los Angeles County, includes Crisis Housing, Winter/Seasonal Shelter, Bridge Housing, Recovery Bridge, Recuperative Care, Stabilization Housing, and Safe Haven programs (see Glossary for definitions). The Department of Health Services, Department of Mental Health, and Los Angeles Homeless Services Authority have established the following practice standards for regular operational use by shelter providers. Practice Standards are made available to any jurisdiction, non-profit organization, faith-based organization, other funders of Interim Housing to utilize as minimum standards for care across shelters.

INTERIM HOUSING PRACTICE STANDARDS

These Interim Housing Practice Standards (Standards) establish minimum requirements for the operation of IH programs (Programs) in Los Angeles City and County, to which such programs (formerly known as “emergency shelters” within Los Angeles County) shall adhere. They will be required in conjunction with Interim Housing funders’ other contractual requirements. In addition to these Standards, IH providers shall be in compliance with all applicable Federal, State, and local laws, codes, rules, regulations, ordinances, and directives. These Standards will be reviewed on an ongoing basis and may be amended to best reflect current best practices, priorities, and stakeholder feedback.

APPROACHES TO SERVICES AND CARE

Programs shall be required to serve all participants with a Housing First approach. The Housing First philosophy is based on the premise that stable housing is a critical determinant of health, education, employment, and other positive outcomes related to well-being. Housing First programs do not require any preconditions for admittance. Instead, the focus is on quickly moving people experiencing homelessness into housing with needed and desired services. In practice, this means that participants shall not be rejected or exited from Interim Housing due to lack of sobriety or income, or based on the presence of mental health issues, disabilities, or other psychosocial challenges.

Programs shall ensure that a Harm Reduction approach is used in serving participants. Programs using Harm Reduction strategies work with participants to reduce the negative consequences of continued use of alcohol, drugs, or non-adherence with prescribed medications rather than establishing no-tolerance policies or discharging participants from the program based on their inability to achieve sobriety or due to medication non-adherence. Program service strategies shall include all possible approaches to assisting participants in their efforts to reduce or minimize risky behaviors, while at the same time helping participants move into, and stabilize in, permanent housing.

In addition to implementing a Housing First model which incorporates Harm Reduction techniques, all programs shall incorporate Trauma Informed Care into their delivery of services. Trauma Informed Care is an organizational structure and service framework that involves understanding, recognizing, and responding to the effects of all types of traumas. Trauma Informed Care emphasizes physical, psychological, and emotional safety for participants, families, and service providers alike, and helps participants rebuild a sense of control, personal empowerment and reduce re-traumatization. In practice, Trauma Informed Care accounts for trauma in all aspects of service delivery and prioritizes the trauma survivor’s safety, choice, and control. Trauma Informed Care services create and promote a culture of nonviolence, learning, and collaboration.

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Interim Housing Minimum Service and Operations Practice Standards

SYSTEM COLLABORATION

1. Programs shall participate in the greater Los Angeles County homelessness assistance system, including the Los Angeles Coordinated Entry System (CES).
2. Program staff shall serve as a Point of Contact for participants in the Homeless Management Information System (HMIS) and participate in all relevant CES and SPA-level activities as directed by the funder.

Programs shall leverage resources through active collaboration with other programs that provide services to participants within their respective communities.

ADMISSION, INTAKE, AND ASSESSMENT

1. Programs shall not deny participation based on race, religion, ancestry, color, national origin, sex, sexual orientation, gender identity, age, or disability. However, facilities may serve target populations as directed by the funder.
2. Programs funded by the Los Angeles Homeless Services Authority, Los Angeles County Departments of Mental Health and Health Services shall accept referrals according to their direction.
3. Programs shall not establish supplementary admission requirements or criteria in addition to those established by Program funders.
4. Programs shall ensure that intake and assessment practices consider the safety, security, and privacy of persons who are fleeing, attempting to flee, and/or are survivors of domestic violence, sexual assault, and/or human trafficking who are referred to IH programs.
5. Programs shall establish program rules, grievance and termination policies and procedures that are approved by the funder. These shall be provided to the participant and posted in common areas to the participants.
6. Programs shall provide participants with the following participant rights upon admission and post these in an area visible to them.
 - a. The right to be treated with dignity and respect;
 - b. The right to religious liberty;
 - c. The right to privacy and confidentiality;
 - d. The right to be treated with cultural sensitivity;
 - e. The right to self-determination in identifying and setting goals;
 - f. The right to present complaints and grievances;
 - g. The right to request a reasonable accommodation;
 - h. The right to have an advocate present during appeals and grievance processes with written consent by the participant that approves the advocate's participation;
 - i. The right to have all records and disclosures maintained according to the written standards and rules regarding confidentiality and privacy;
 - j. The right to review their records and external disclosures of any personal participant information, as governed by the written program standards and rules regarding confidentiality and privacy;
 - k. The right to be clearly informed, in understandable and applicable language, about the purpose of the services being delivered
 - l. The right to leave and return to the facility at reasonable hours in accordance with the program rules and standards;
 - m. The right to stay in the facility 24 hours per day, except during required facility maintenance or non-operational hours or as approved by the funder.
 - n. The right to receive written termination notice at least 30 days prior to the proposed termination unless the underlying cause for a proposed termination constitutes a "direct threat," as defined in paragraph (3) of subdivision (b) of Section 12179 of Title 2 of the Code of California Regulations.

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Interim Housing Minimum Service and Operations Practice Standards

CASE MANAGEMENT

1. Programs shall provide and/or coordinate with other service agencies to ensure participants are provided with the following case management services:
 - a. Assistance with obtaining identification, a birth certificate, a Social Security card, bank statements and other necessary documents needed for permanent supportive housing.
 - b. Assistance and advocacy with benefits establishment.
 - c. Linkages to physical health care, substance use treatment, and other supportive services, as needed.
 - d. Transportation or linkages to transportation resources, including the metro, buses, and taxicabs.
 - e. Development and implementation of a housing plan. This plan shall be updated as the participants' needs and/or goals change, and as steps are completed or updated.
 - f. Case management services shall be offered no less than once a week or as required by the funder.
 - g. Additional case management services may be required by the funder.
2. Case Management services shall always be participant centered.

STAFF TRAINING

1. Programs shall establish and document training procedures for new staff and update the training procedures for current staff as needed.
2. Training shall include the program policies and procedures, these Practice Standards and funder contractual requirements.
3. Program staff shall receive training on mandated reporting requirements (child abuse and elder and dependent abuse), Housing First, Harm Reduction, Trauma Informed Care, and other training as directed by the funder.

Certificates or other documentation that verifies training attendance shall be maintained for each employee and documented in the employee's file.

PROGRAM OPERATIONS & ADDITIONAL SERVICE STANDARDS

1. Programs shall permit participants, during their period of stay, to report the program address as their mailing address for purposes such as receipt of mail and school and voter registration. This does not establish legal residency for the participant. If program safety policies prohibit listing the address, the program may provide an alternate address.
2. Programs shall not require participants to perform chores or work duties.
3. Programs that are publicly funded shall not charge participants for housing or other services. This includes surrendering cash and non-cash benefits.

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Interim Housing Minimum Service and Operations Practice Standards

DATA COLLECTION & DOCUMENTATION

1. Programs shall maintain participant records as directed by the funder.
2. Programs shall enter data into the specified data systems as required by funders.
3. Files containing participant information shall be stored in a secure and locked location to maintain confidentiality. Documents shall only be accessible by authorized personnel.
4. Programs shall maintain a census of participants, at a frequency directed by funder.
5. Programs shall complete and submit Incident Reports as directed by the funder.

SECURITY, HEALTH, & SAFETY

1. Programs shall establish a policy and procedure for all entry and exits that include a sign-in/out procedure.
2. Establish and implement a system to address client crisis situations 24 hours a day/7 day a week.
3. Programs shall develop a policy and procedure for disasters, mass casualties, fires, and other emergencies and post them in an area that is visible to participants.
4. Programs shall develop written policies and procedures that address universal precautions, tuberculosis control, and disease prevention, and comply with Department of Public Health Guidelines.
5. Programs are encouraged to have staff that are trained in CPR and emergency first aid procedures.

MEDICATION MANAGEMENT & STORAGE

1. Programs shall develop and implement a medication management and storage policy that is approved by the funder. The policy shall address medication storage, documentation, medication support, and refrigeration, and may include a secured and locked location for medicine storage such as a medication cabinet, locker, or drawer or per funder contractual requirements

MEALS

1. Programs shall provide meals as approved by the funder.
2. Programs shall accommodate participants who have special dietary needs due to as prescribed by a physician.
3. Meals shall be nutritionally adequate in accordance with U.S. Department of Agriculture guidelines.
4. The program shall provide access to drinking water throughout the day.
5. Menus, mealtimes, and any changes to them shall be posted in an area visible to participants.

PRODUCTS, LINENS, LAUNDRY & PERSONAL BELONGINGS

1. Programs shall ensure that hygiene and toiletry items, including but not limited to towels, soap, deodorant, toilet tissue, feminine hygiene products, disposable razors, toothpaste, toothbrush, hairbrush/comb are made available to all program participants, as needed, or as requested by the participant.
2. Programs shall provide and ensure that all sheets, towels, and blankets are laundered weekly or more frequently as needed.
3. Programs shall provide access to free on-site washers/dryers and detergent or provide assistance with accessing laundromat services and funds for tokens and detergent.
4. Programs shall provide access to storage for participants' personal belongings during their stay.
5. Programs shall secure a participant's belongings, post-participant exit, for a period defined by the funder.

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ENVIRONMENT

1. Programs shall provide housekeeping and maintenance to ensure a safe, sanitary, clean, and comfortable environment, and work diligently to prevent and eliminate insect and rodent infestations.
2. Programs shall provide covered trash receptacles throughout the facility. Trash shall be taken out of the facility into a localized dumpster and/or wheeled trash can whenever full.
3. As applicable, family sites shall ensure that all furniture is child-safe and install childproof safety latches for drawers and cabinets with dangerous items and baby changing stations and/or a safe place to change diapers are provided.

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Appendix A. Glossary

Assessment

An evaluation of a participant's strengths and barriers in achieving housing stability and other outcomes related to stability. The information provided through the assessment informs program referrals and Housing, and Services Planning.

Coordinated Entry System (CES)

The Los Angeles County Coordinated Entry System (LA County CES) facilitates the coordination and management of resources that comprise the homeless crisis response system in the county. CES allows users to efficiently and effectively connect people to interventions that aim to rapidly resolve their housing crisis. CES works to connect the highest need, most vulnerable persons in the community to available housing and supportive services equitably.

Coordinated Entry System (CES) Assessment

The Los Angeles County Coordinated Entry System utilizes a triage and prioritization assessment tool called the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT). This tool is implemented as part of CES to assist in prioritization of housing program resources based on participant vulnerability.

Equal Access Gender Identity Policy

On August 25, 2017, the LAHSA Board of Commissioners adopted its policy on equal access in accordance with an individual's gender identity in the Los Angeles Continuum of Care. This policy, titled Equal Access and Gender Identity (EAGI), requires that contractor, programs, shelters, other buildings and facilities, benefits, services and accommodations, regardless of funding source, ensure equal access to an individual in accordance with their gender identity.

Family

Family includes, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, any group of persons presenting for assistance together with or without children and irrespective of age, relationship, or whether or not a member of the household has a disability. A child who is temporarily away from the home because of placement in foster care is considered a member of the family.

Funder

Funder refers to any public or private agency or organization that provides direct financial contribution, as well as fiscal and programmatic administration and oversight of non-profit organizations, community-based organizations, etc., for the operation and services of Interim Housing facilities and programs.

Harm Reduction

Harm reduction is a set of practical strategies that reduces the negative consequences associated with drug use, including safer use, managed use, and non-punitive abstinence.

Housing First

Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to safe, stable housing without preconditions and barriers to entry, such as sobriety, treatment or

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service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to safe, stable housing.

Interim Housing Program Types:

1. **Recovery Bridge:** Recovery Bridge Housing (RBH) is a type of abstinence-based, peer supported housing that combines a subsidy for recovery residences with concurrent treatment in outpatient (OP), intensive outpatient (IOP), Opioid Treatment Program (OTP), or outpatient withdrawal management (OP-WM) settings. RBH is often appropriate for participants with minimal risk with regard to acute intoxication/withdrawal potential, biomedical, and mental health conditions. If there is risk potential, these concerns are to be managed by the treating provider.
2. **Recuperative Care:** Temporary housing in which participants receive health and mental health oversight, usually for an acute illness or injury.
3. **Stabilization Housing:** Temporary housing with case management and other supportive services for vulnerable participants, with the goal of improving participants' health and increasing their housing security.
4. **Safe Haven:** Safe havens are extremely low barrier and low demand supportive interim housing that shall not require participation in services and referrals as a condition of occupancy. Instead, it is hoped that after a period of stabilization in a safe haven, residents will be more willing to participate in services or referrals and will eventually be ready to move to more traditional forms of housing.
5. **Transitional Housing:** Transitional Housing is conceptualized as an intermediate intervention between emergency shelter/crisis housing and permanent housing. It is intended to be more long-term, service-intensive and private than emergency shelters, yet remains time-limited to stays of up to 24 months. The purpose is intended to provide a safe, supportive environment where residents can overcome trauma, begin to address the issues that led to homelessness or kept them homeless, and begin to rebuild their support network.
6. **Winter/Seasonal Shelter/Emergency-response Shelter program:** A low-barrier to entry, hypothermia prevention program providing basic shelter operations (showers, two meals, a bed, open for a minimum of 14 hours) through use of regular shelter locations and motel vouchers when activated to a 24-hour model of care due to extreme temperatures.

Intake

The process through which basic participant information is collected and entered into a database upon entry into a program (e.g., capturing and loading required data to HMIS upon entry to interim housing). This process shall also begin to identify participants' service needs and lay the foundation for a housing plan to return the participant to stable housing.

Low Barrier

Policies and practices designed to "screen in" rather than screen out applicants with the greatest barriers to housing, such as having very low-income, poor rental history, or criminal history. Low Barrier is an active approach to the Housing First model that ensures homeless participants and families may quickly exit homelessness.

Motivational Interviewing Principles

An approach or method that involves enhancing a participant's motivation to change and emphasizes a collaborative relationship in which the clinician or case manager "draws out" the participant's own motivations and skills for change, thereby empowering the participant.

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Interim Housing Minimum Service and Operations Practice Standards

Practice Standards

Practice Standards are minimum baseline requirements for each system component, which all funders and funding administrators agree to adopt and incorporate into their program guidance and funding contracts with contractors.

Reasonable Accommodation

Under Title II of the Americans with Disabilities Act (ADA), a Reasonable Accommodation (RA)/Reasonable Modification (RM) is a modification in rules, policies, practices, or services that is provided when such accommodations would be necessary to afford an individual with a disability equal opportunity to participate in programs and/or services of a covered agency. Provision of RA/RM could mean:

- Modification of rules, policies or practices;
- Removal of architectural or communication barriers; or
- Provision of auxiliary aids and services needed for an individual with a disability to utilize a public service.

Trauma Informed Care

An organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological and emotional safety for both participant and providers, and helps participants rebuild a sense of control and empowerment. Trauma Informed services take into account an understanding of trauma in all aspects of service delivery and place priority on the trauma survivor's safety, choice, and control. Trauma Informed Services create a culture of nonviolence, learning, and collaboration. Contractors must also develop sets of policies and procedures for educating and training staff on Trauma Informed Care practices and how trauma may adversely affect aspects of a person's development.



Appendix III: LAHSA Program Standards

These Program Standards (PS) apply to all LAHSA funded contracts for all populations. The System Components Scope of Required Services (SRS) documents will contain contractual requirements specific to the component(s) for which the agency is contracted to provide. The PS and SRS, and the documents that are linked hereto, in combination with the Program Profile and Performance Targets, together comprise the entire Statement of Work for the system component(s) being contracted.

PROGRAM STANDARDS

1. These program standards are contractual requirements which all programs providing supportive services must adhere to. This document is not a standalone document and is meant to work in conjunction with the System Component SRS's, which may add to, clarify, or supersede any contractual requirements set forth in this document.

SYSTEM COMPONENT OVERVIEW

2. All contracts that include supportive services are considered to be components of the Coordinated Entry System (CES), referred to in this document as System Components. The following is a list (although not exhaustive) of System Components: homeless prevention, access centers, outreach, housing navigation, interim housing, housing location, transitional housing, time-limited subsidies, and permanent supportive housing.

UTILIZATION OF THE COORDINATED ENTRY SYSTEM

3. The Los Angeles CES facilitates the coordination and management of a crisis response system's resources that works to connect people effectively and efficiently to interventions that will rapidly end their homelessness. CES aims to connect people to the most appropriate level of housing support needed as quickly as possible. LAHSA funded System Components are connected and coordinated through the CES in the response to end homelessness.
 - a. Contractor must comply with all applicable CES Policies, Guidance, and procedures, as applicable based on program and/or role. This includes alignment with the CES Assessment Guidance anytime an assessment tool is being administered.
 - b. Contractors must participate in resource alignment and partnership coordination meetings as required by LAHSA, including but not limited to Active System Management (i.e. SWIM & SPARKS meetings), trainings on system refinement, etc. and participate meaningfully in the CES and SPA-level coordination and collaboration with the CES Lead Agencies in the SPA in which Contractor is funded to provide services.
 - c. Contractors must integrate their program with the Coordinated Entry System (CES) in their respective SPA by working with the SPA's CES Lead Agencies and other CES providers to coordinate referrals, matches, and services for participants in CES.

- d. Contractors must accept referrals and/or matches from CES Matchers (including but not limited to SPA matchers for PSH, HN, TLS, and LAHSA matchers for IH, and PSH), in accordance with any guidance or policies set forth by LAHSA. Prioritization may be subject to change through issuance of LAHSA Guidance.
- 4. The Los Angeles CES facilitates the coordination and management of a crisis response system's resources that allows users to make data-informed decisions from available information to connect people efficiently and effectively to interventions that will rapidly end their homelessness. CES ensures that the highest need, most vulnerable households in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible. LAHSA funded System Components are connected and coordinated through the CES in the response to end homelessness.
- 5. Service Provider must comply with all applicable procedures in the approved Los Angeles County CES Operations Manual, based on their identified role as a Referral Partner or CES Participating Agency; participate in CES and SPA level coordination and collaboration meetings; integrate their programs within the CES; coordinate referrals and services for participants identified through the CES; and accept referrals and/or matches from CES Regional Coordinators and/or CES Matchers, in accordance with any guidance or policies set forth by LAHSA. Agencies adhering to the Los Angeles County CES Operations Manual, and guidance or policies set forth by LAHSA, are considered participating in CES. Agencies not following the County Operations Manual, and guidance or policies set forth by LAHSA are considered not participating in CES.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

- 6. Service Provider must utilize and maintain referral networks with the following list of services in addition to those networks created through the CES (this list is not exhaustive):
 - a. [CES Lead Agencies](#)
 - b. CES street and community outreach activities
 - c. CES Case Conferencing Meetings
 - d. LA County Department of Health Services Housing for Health, Housing and Jobs Collaborative, and Countywide
 - e. Benefits Entitlement Services Team Program
 - f. LA County Department of Mental Health Housing Programs
 - g. LA County Department of Public Social Services
 - h. LA County Department of Children and Family Services
 - i. LA County Department of Probation
 - j. Domestic Violence Providers
 - k. Housing Opportunity for Persons with Aids (HOPWA) Services
 - l. Ryan White Care Act funded programs
 - m. Greater Los Angeles and Long Beach Veterans Affairs (VA)
 - n. Mental and Physical Health Services
 - o. Substance Use Abuse Services
 - p. Education Services
 - q. Life Skills
 - r. Legal Services
 - s. Vocational counseling/training
 - t. First Responders

7. The Service Provider must ensure appropriate staff regularly participate in mandatory LAHSA-facilitated or hosted system and service coordination meetings, which may include but are not limited to SPA Regional Exchange Meetings (SPARX) meetings, SPA Wide Implementation Meetings (SWIM), Learning Communities, and contract management meetings.
8. The Service Provider must ensure collaboration and leveraging of resources with Community Partners to try to facilitate linkages to additional services that participants may require.

SERVICE PROVIDER OBLIGATIONS

9. The Service Provider must develop clear and consistent program policies and procedures on how it will serve participants in the program and how it will specifically address the needs of special populations such as veterans, domestic violence/intimate partner violence survivors, individuals living with HIV/AIDS, women, transitional aged youth, youth, and the elderly.
10. The Service Provider's program must be low-barrier, trauma informed, utilize Harm Reduction and Housing First strategies.
11. The Service Provider must develop policies and procedures that effectively and efficiently implement the following functions in the provision of interim housing services:
 - a. **Problem Solving:** Service provider must engage all participants with a Problem-Solving Conversation to explore alternative housing options and attempt to divert from the coordinated entry system. All Problem-Solving Conversations must be tracked on the [HMIS Problem-Solving Tracking Tool](#) under assessments. Only after Problem-Solving conversations have been attempted, and no housing outcome identified, should service provider proceed to refer to CES programs (i.e. shelter, permanent housing, etc.) If a housing Problem-Solving outcome is identified and Problem-Solving Assistance Funds (PSAF) needed, service provider should enroll in HMIS Problem-Solving program (see Problem-Solving SRS).
 - i. To identify permanent housing options, Service Provider should continue to have Problem-Solving conversations with the family while they are residing in Crisis Housing.
 - b. **Program Intake (Enrollment and Assessment):** All Service Providers must have a process for enrolling participants into the program, checking eligibility, and assessing their needs. The process may differ by the type of program (outreach, interim housing, permanent housing, etc.) but the core elements of the process are the same:
 - i. Intake Time - The Service Provider must conduct and/or allow for intakes/enrollment of new participants at least five (5) days a week during regular business hours. Interim Housing Service Providers must accept a person experiencing homelessness outside of the Service Provider's intake hours if a bed or unit is available at the site.
 - ii. Homeless Management Information System (HMIS) - An intake/enrollment involves creating a profile for the participant in Homeless Management Information System (HMIS)- if needed, enrolling a participant in the appropriate program, and uploading supporting documentation. Service Provider must complete the HMIS program intake for all participants at the same time as the participant is enrolled in the program. The provision of all services must be recorded in HMIS. Domestic Violence/Intimate

Partner Violence service providers must maintain their documentation in an alternative system as designated by LAHSA. If such a system has not been implemented, DV/IPV Service Providers must maintain their records in accordance with the direction received from their assigned LAHSA staff member.

- iii. Eligibility – During intake, the Service Provider must confirm eligibility for participation in the program and collect all essential documents. In the case of an individual attempting to access an Interim Housing program, if the individual does not have documentation of their homeless status, the Service Provider shall accept a Self-Certification form completed by the person.
 - iv. Notification - Service Provider must submit intake hours and contact information to LAHSA for review and publishing on LAHSA's website and other documents.
 - v. Occupancy - Utilization of bed/units will be tracked based upon program enrollment. If required by funding sources, bed/unit services **MUST** be tracked and entered into HMIS at the time that the participant is assigned a bed/unit and enrolled in the program.
 - vi. **Document Collection** - All required documents must be obtained, but **NOT** required at the time of enrollment into the program. Lack of documentation should not be a barrier to accessing the Program. Service Provider must assist participant with obtaining documents or information, if participant does not have required documents upon program entry. Once obtained, a copy of the participant's documents, including identification and income documents, must be uploaded into HMIS and may also be kept in the participant's file. The Service Provider must prioritize getting the participant government issued identification and uploading it to HMIS.
- c. **Program Participation Guidelines:** All participants must sign an agreement (or a program consent form) at the time of enrollment that documents the participant's agreement to participate in the program and adhere to guidelines of the program (formerly rules), including but not limited to:
- i. Program participation guidelines must incorporate language to support a Housing First, Low Barrier, Trauma-Informed and Harm Reduction approach. Program participation guidelines should not include any guidelines that are perceived as punitive and/or created beyond standard tenant safety criteria. In the case of permanent housing, this requirement applies to any supportive services offered.
 - ii. Program participation guidelines must be participant-centered to minimize barriers accessing the program and prevent or minimize exits from the program due to rule violations. In the case of permanent housing, this requirement applies to any supportive services offered overly cumbersome process for applying and qualifying for a unit.
 - iii. The Service Provider must incorporate as part of their program a set of participation guidelines that serve as protocols for ensuring the safety and security of program participants, as well as program staff. In the case of permanent housing, this requirement applies to any supportive services offered.
 - iv. Program participation guidelines must be submitted for review and approval by LAHSA within thirty (30) days of program start-up and within seven (10) days upon any revisions. In the case of permanent housing, this requirement applies to any supportive services offered.
 - v. **Program Participation Guideline Agreement Form:** Service Provider must review the form with the participant upon program enrollment. The form must include a participant consent section that is signed and dated by the participant and the Service Provider. By signing the Agreement, the participant is consenting to participate in the

program, agreeing to the following: make use of the program bed, acknowledge the short-term nature of the program, certify that they have read (or have been read) the program guidelines (formerly rules), grievance procedures, termination procedures, and agree to abide by the program guidelines. In the case of permanent housing, this requirement applies to any supportive services offered. The lease dictates when a participant can be evicted from a unit in permanent housing.

- vi. Service Provider must provide flexibility for participants for in-and-out access to the site. This requirement isn't applicable to permanent housing.
- vii. The Service Provider must clearly provide information to participants upon intake regarding quiet hours and how to request accommodation, if needed. Quiet hours must be documented in a lease for permanent housing.

d. **Case Management and Support Services:** are provided by program staff to assist participants in moving forward in accessing permanent housing through an eventual referral/match to a permanent housing program. The primary objective of housing-focused case management and support services is to provide support to participants, through an individualized case management relationship, to help them successfully navigate toward permanent housing. This includes, but is not limited to, problem-solving, linking with public and community-based resources, support with completing housing applications, accompaniment to housing appointments and/or leasing appointments, and other support associated with the housing placement process.

- i. **Housing-Focused Case Management:** is provided by case management and support staff to assist participants in reducing barriers to housing and self-sufficiency. The primary objective of housing-focused case management is to extend support to participants in achieving goals set within the Housing and Services Plan, through an individualized case management relationship, with the desired effects of increased housing stability and retention. In the case of participants in permanent housing, these services are focused on housing retention and ensuring the participant is able to maintain their housing.
- ii. Service Provider must provide ongoing Housing-Focused Case Management and Support Services in accordance with the Housing First and Trauma Informed Care principles to assist participants to either self-resolve their housing crisis and/or be connected or provided with permanent housing resources.
- iii. Housing-focused case management sessions shall be dedicated to activities that support the housing process. This may include but is not limited to: assessing and reassessing needs, linking participants to community resource opportunities, developing housing stability plans, scheduling appointments, and providing necessary follow up to ensure housing stability plans are progressing on schedule and needs are adequately being addressed. Service Provider will also assist participants in obtaining additional services needed including, but not limited to: mainstream benefits, housing linkages, substance abuse, and mental health/health services.
- iv. Service Provider must document the content and outcome of case management meetings with participants in HMIS case notes and track services offered in HMIS. **Case notes in HMIS should be documented in a manner that is succinct, objective, and factual.**

e. **Housing and Services Plan:** Case Managers may develop a Housing and Services Plan (HSP) in coordination with the participant, within 30-days of program entry. Housing and Services Plan

discussions must be inclusive of problem-solving conversations throughout the provision of all services:

- i. Housing and Services Plans must identify the housing option that will be pursued by the household, with support from their case manager, during their crisis housing stay in interim housing.
 - ii. Housing options may be inclusive of shared housing and are not limited to households' own permanent housing units nor require enrollment of households into subsidized housing programs.
 - iii. Housing options must be appropriate for a household's needs, safety, and sustainability.
- f. **Meals:** All participants in an interim housing program must be offered three (3) meals in a 24-hour period that meet Food and Drug Administration standards and one of those meals must be hot. If the program operates for less than 24 hours, participants may receive two (2) meals per day. At least one of those meals must be hot. The provision of meals is a service and must be recorded in HMIS.
- g. **Service Coordination:** All Service Providers must participate in service coordination meetings at the agency, Service Planning Area (SPA) and/or regional level to facilitate linking participants to the needed services. Service Coordination meetings include but are not limited to case conferencing, active system management meetings, SPA meetings, or other meetings as identified by LAHSA to facilitate flowthrough towards permanent housing.
- h. **Documentation of Services Provided:** All services provided to participants must be documented in HMIS. This includes but is not limited to referrals, meals provided, assistance in obtaining documents, and assistance in completing applications for housing.

12. The Service Provider's program policies and procedures will be subject to review, approval, amendment/revision by LAHSA.

13. Services for Victims of Domestic Violence or Intimate Partner Violence seeking interim housing and supportive services:

- a. Participants who identify as actively fleeing a domestic violence situation must be offered an immediate connection to a domestic violence shelter at a confidential location, when requested by the participant, to ensure the safety and well-being of the participant. Please see [Domestic Violence - DV Resources \(lahsa.org\)](https://lahsa.org) for additional information.
- b. Connection to domestic violence shelter must be completed via linkages. Linkage should never be done merely in the form of a "referral," but rather should be done as a "warm hand off." Service Provider must continue to work with and provide support and services to participant until participant is successfully transitioned to the domestic violence shelter.
- c. The Service Provider must follow any additional guidance LAHSA provides in regard to serving this domestic violence and intimate partner violence survivors.
- d. The Service Provider is required to work collaboratively with domestic violence shelters to ensure that CES services are made available to eligible participants receiving domestic violence services.
- e. The Service Provider is required to abide by participant confidentiality requirements as set forth by LAHSA and the Violence Against Women Act (VAWA) Confidentiality Provision (34 U.S.C. 12291(b)(2)).

IDENTIFYING PARTICIPANTS

14. Service Provider must **NOT** screen out participants or deny referrals based on any of the following criteria:
 - a. Lack of sobriety;
 - b. Lack of income or employment status;
 - c. Lack of documentation, or identification, or immigration status;
 - d. The presence or perceived presence of physical or mental health issues, disabilities, or other psychosocial challenges;
 - e. Lack of a commitment to participate in treatment;
 - f. Justice system involvement;
 - g. Perceived gang involvement;
 - h. Presence of or number of evictions;
 - i. Lack of Tuberculosis test verification;
 - j. Past program participation or previous stay at Contractor facilities;
 - k. Lack of documentation for service animal or emotional support animal;
 - l. Any other criteria thought to predict challenges/barriers to long-term housing stability.
15. Participants who identify as actively fleeing a domestic violence situation must be immediately offered a connection with and provided referral to a domestic violence shelter (at their request) at a confidential location to ensure the safety and well-being of the participant.
 - a. Service Provider is also required to work collaboratively with domestic violence shelters to ensure that services are made available to eligible Participants participating in the domestic violence system.

HEALTH AND SAFETY

16. The Service Provider must have written policies and procedures to guide staff actions and program services regarding injury and disease prevention within their programs.

COMPLIANCE WITH PUBLIC HEALTH REQUIREMENTS

17. Service Provider's must comply with all Department of Public Health and Center for Disease and Control (CDC) guidelines for infectious disease, including but not limited to COVID-19, and Tuberculosis.
18. Service Provider's policies and procedures documenting compliance with Department of Public Health and Center for Disease and Control (CDC) guidelines and a process for ensuring they are kept updated.

Tuberculosis Guidelines

19. Service Provider's must have policies and procedures regarding disease prevention that include standardized Tuberculosis (TB) guidelines, in compliance with LAHSA and Los Angeles County Department of Public Health Guidance. Service Provider's policies and procedures must address TB screening of staff and volunteers, TB screening of participants as part of program intake, and a Cough Alert Protocol for ongoing monitoring of TB symptoms of staff and/or participants.
20. Staff must be trained in early detection of potential symptoms of TB.

21. The Service Provider must appoint a TB Liaison who will serve as Service Provider's main point of contact for any.
22. The Service Provider also agrees to notify LAHSA, in writing, within five (5) days in the event the TB Liaison changes for any reason.
23. All Service Provider staff and volunteers must be screened for symptoms of TB; related issues in connection with TB Prevention Guidelines.
24. The Service Provider must provide, maintain proof, and keep confidential, the TB screening of all staff, including those of its subcontractors and make these records available to LAHSA at any time.
25. All Participants seeking entry to any congregate living program (Crisis Housing, Bridge Housing, Transitional Housing, etc.) must be screened for symptoms of TB at time of intake.
26. Asymptomatic participants, with evidence of TB clearance within the past year, must be permitted to continue intake for the Crisis, Bridge, or Transitional Housing bed.
27. Asymptomatic participants, who have no record of TB clearance within the past year, must continue their intake for entry into the Crisis, Bridge, or Transitional Housing bed. Upon intake and admission to the program, the Service Provider must refer participant for additional screening. Non-symptomatic Participants must show evidence of TB clearance by a healthcare provider within seven (7) days of initial admission to the program.
28. The Service Provider must immediately refer Participants who show symptoms of TB to an appropriate LA County Department of Public Health or LA County Department of Health Services TB Clinic.
29. Many LA County TB Clinics are open 24 hours a day, 7 days a week. LA County TB screening clinic locations and hours of operation can be found here: <http://publichealth.lacounty.gov/tb/>
30. Symptomatic participants who are referred for additional screening may only be allowed entry into the program upon receipt of TB Clearance from healthcare provider.
31. The Service Provider shall comply with LAHSA's reporting requirements regarding TB screening of Program Participants, including the entering of such information into the Los Angeles CoC's HMIS in compliance with the parameters set forth in this Agreement.

INCIDENT REPORTING

31. The Service Provider must utilize a centralized and organized system of documenting Incident Reports and an Incident Report log to track, monitor, and resolve crises, conflicts, accidents, injuries, illnesses, trauma, etc. that occur within any and all of Service Provider's facilities and/or programs.
32. LAHSA must be notified immediately (within 12 hours or safe to do so) of incidents that result in injury, any acts of violence, signs of contagious disease, signs of abuse/neglect, death of participants and/or staff, damage/theft to facility and/or property by participants and/or staff or emergency personnel/first responders (police, sheriff, fire department, etc.) being discharged to any and all the Service Provider's facilities receiving LAHSA funded homeless services and the resolution to the incident. Service Provider must make all Incident Reports available to LAHSA upon request.

33. Service Providers are expected to abide by all reporting and timeline requirements of Mandated Reporting for child, elder, and dependent adult abuse. The Service Providers' staff are considered Mandated Reporters of suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law. The Child Abuse Hotline is (800) 540-4000. The Elder Abuse Hotline is (877) 477-3646. Service Provider must then notify LAHSA within 12 hours of the incident that is reported for abuse
34. The Service Provider is to provide the name and title of the individual designated by Service Provider to handle all Incidents. Service Provider must clearly indicate how this individual can be contacted. (Incident Report Coordinator)
35. All required Incident Reports must be submitted to LAHSA via ENCRYPTED email at: incidentreporting@lahsa.org within 12 hours of the incident occurrence.
36. The Service Provider must maintain a written set of Incident Reporting Policies and Procedures that comply with LAHSA requirements. Policies and Procedures must include a training component for staff and subcontractor that comply with LAHSA requirements. Training agendas and sign-in sheets must be made available upon request for review.
37. The Service Provider must submit a copy of incident reporting policies and procedures as required by this agreement for review and approval to ensure compliance with the Scope of Required Services (SRS).
38. The Service Provider must have a procedure of how incident reports will be documented, and the maintenance of any police reports or other documents associated with the incident. Copies of the incident reporting forms, and policies and procedures must always be made readily available to program staff.
39. **Reporting Alleged Fraud:** LAHSA in collaboration with the Los Angeles County Auditors Department, has established an avenue for employees to report suspected fraudulent activity via a Fraud Hotline. This Hotline is available 24-hours each day. Persons that report suspected fraud may remain anonymous. Issues that can be reported to the Fraud Hotline are theft, bribes, kickbacks, forgery, abuse, embezzlement, conflict of interest, bid rigging, cybercrimes, breaches, collusion, price fixing, and gratuities.
40. The Service Provider must include this information within their hiring Policies and Procedures and provide a Fraud Hotline Fact Sheet to their employees during the employee hiring process encouraging them to report allegations to the Fraud Hotline as soon as they believe they have factual information suggestive of financial and/or administrative violations involving LAHSA, funds administered by LAHSA, its employees, sub-recipients and /or clients. This information referenced as Fraud Hotline Poster must also be prominently displayed in common area(s) of the Service Provider's facility. Public displays must incorporate the Los Angeles County Auditors Department's contact information as the following:

Los Angeles County Fraud Hotline
500 W. Temple Street, Suite 515
Los Angeles, CA 90012
Phone: (800) 544-6861
Email: fraud@auditor.lacounty.gov
Web: www.fraud.lacounty.gov

PARTICIPANT GRIEVANCE AND TERMINATION POLICIES AND PROCEDURES

41. The Service Provider must maintain a written set of grievance and termination policies and procedures that are consistent with its Exit and Termination Standards and are:
 - a) Clear;
 - b) Concise;
 - c) Written in plain English;
 - d) Provided participant's due process to have their grievance heard within (3) days;
 - e) Allow participants to appeal the initial Agency's determination of the grievance to an internal body;
 - f) Informs participants of their right to go through LAHSA's Grievance Resolution Review process for LAHSA to assess if the Service Provider followed its own Grievance Policies and Procedures and rendered a decision consistent with its contract;
 - g) Inform participants that LAHSA Grievance Resolution Review is only intended to assess the processing of their grievance with the agency; and
 - h) Have a process to participants to speak with senior management or body if they feel staff has not been responsive to their grievance.

42. The Service provider must:
 - a) Train all staff on their grievance and termination policies and procedures;
 - b) Display the Service Provider's grievance and termination policy and procedures in a location at the facility that is readily available to participants;
 - c) Display any form(s) and processes that participants must follow to file a grievance in a location at the facility that is readily available to participants;
 - d) Make available upon request its grievance and termination policies and procedures, forms and process to participants and LAHSA;
 - e) Provide participants with a copy of the Service Provider's Grievance and Termination Policy, forms, and processes at intake and upon exit. Participants must acknowledge receipt of these documents at intake.
 - f) Upload all grievance and termination filings to HMIS as soon as possible however, not to exceed three (3) business days.
 - g) Designate both a primary and alternate person as a point of contact for grievance and termination situations and have a grievances@agencyname email that is consistently checked;
 - h) Have its grievance and termination policies and procedures, forms and processes reviewed by LAHSA at program state, upon substantive changes, or as requested;
 - i) Contact participants within three (3) business days of receiving and confirming receipt of the grievance;
 - j) Provide participants with information on how to access the Department of Public Health's County-wide grievance line, which will route grievances to the appropriate homeless service funder.
 - k) If the participant believes that the agency has not followed their established Grievance Policy and Procedure in responding to their complaint, the participant may choose to contact the Department of Public Health's County-wide grievance line using the information below: **Department of Public Health County-Wide Grievance Contact Information** Phone number: (888) 700-9995 - Email: DPH-IHP@ph.lacounty.gov
 - l) To the extent possible and when appropriate, grievance procedures must include a face-to-face meeting with the participant. The grievance investigation must include the gathering of facts, statement(s) from the grievant and/or other participants and staff (if applicable). At the conclusion of the contractors finding, an issuance of a written decision that includes factors and vetted facts

that led to the final determination of the grievance, must be given to the client and copy placed in their file;

- m) Maintain the confidentiality of the participant, including interactions, settings, and documentation.
- n) Maintain a centralized and organized system of documenting grievances including a copy or description of the grievance, date the Service Provider met with the participant, the staff that addressed the grievance, the date the Service Provider met with the participant, the staff that addressed the grievance and the date the participant received the written determination.
- o) Provide documentation, upon request, to LAHS within five (5) business days of request;
- p) Provide a letter of determination to the participant that consists of facts that led to the decision not to exceed ten (10) business days of receipt of the appeal. The final decision should contain a clear statement of the outcomes that led to the decision of the appeal.
- q) Inform the participant of the following “cost free” resolution service. This resource can be used as the referral to a mediation or dispute resolution service.
- r) Assist participant with a referral to the dispute resolution service upon request.
- s) Explain to the participants filing their grievance, their right to review the written decision with the assistance of mediation or dispute resolution center.
- t) Acknowledge and attend any dispute resolution service summons received from the City Attorney’s office if received.

Dispute Resolution Services:

City Hall

Office of the Los Angeles City Attorney Dispute Resolution Program

200 N Spring Street, 14th Floor

Los Angeles, CA 90012

Office: (213) 978-1880

Fax: (213) 978-1312 Email: mediate@lacity.org

LAHSA GRIEVANCE RESOLUTION REVIEW

- 43. LAHSA maintains a Grievance Resolution Review process for participants to have third-party assess if the Service Provider followed their own grievance and termination policies and procedures and rendered a decision consistent with its contract with LAHSA. Participants may file a Grievance Resolution Review form with LAHSA after they have completed the grievance appeal process with the service providers.
- 44. The submission of the Grievance Resolution Review Form required the submission of the initial grievance and appeal documentation. The Service Provider must provide the participant copies of these documents to the participants upon request.
- 45. Service Providers must aid participants in submitting the Grievance Resolution Review Form and supporting documentation to LAHSA is requested to by the participant.
- 46. Upon receipt of the Grievance Resolution Review Form, LAHSA staff will review the form, supporting documentation, and HMIS records within 48 hours. LAHSA staff will complete the bottom portion of the Grievance Resolution Review with their assessment and send it back to the Service Provider’s primary point of contact and back-up for grievances within 72 business hours of receipt of the Grievance Resolution Review Form.
- 47. Upon receipt of the Grievance Resolution Review Form from LAHSA, the Service Provider’s grievance primary point of contact, or designee, must complete the portion of the Grievance Resolution Review Form asking the Service Provider to document how they will respond to LAHSA assessment and return the form to LAHSA within 48 business hours.
- 48. The Service Provider is required to maintain a copy of the Grievance Resolution Review form and supporting documents in the participant’s master file and upload the form to HMIS.

49. LAHSA's Monitoring and Compliance staff may request to see this form and it must be provided upon request.
50. **Reporting Alleged Fraud:** LAHSA in collaboration with the Los Angeles County Auditors Department, has established an avenue for participants to report suspected fraudulent activity via a Fraud Hotline. This Hotline is available 24-hours each day. Persons that report suspected fraud may remain anonymous. Issues that can be reported to the Fraud Hotline are theft, bribes, kickbacks forgery, abuse, embezzlement, conflict of interest, bid rigging, cybercrimes, breaches, collusion, price fixing, and gratuities.
51. The Service Provider must include this information within their Grievance Policies and Procedures and provide a Fraud Hotline Fact Sheet to their participants during the intake process encouraging them to report allegations to the Fraud Hotline as soon as they believe they have factual information suggestive of financial and/or administrative violations involving LAHSA, funds administered by LAHSA, its employees, sub-recipients and /or clients. This information referenced as Fraud Hotline Poster must also be prominently displayed in common area(s) of the Service Provider's facility. Public displays must incorporate the Los Angeles County Auditors Department's contact information as the following:

Los Angeles, CA 90012
Phone: (800) 544-6861
Email: fraud@auditor.lacounty.gov
Web: www.fraud.lacounty.gov
Los Angeles County Fraud Hotline
500 W. Temple Street, Suite 515

FAIR HOUSING REQUIREMENTS

52. Service provider must ensure they follow all local, state, and federal Fair Housing laws, the Violence Against Women Reauthorization Act of 2013, and the Americans with Disabilities Act (ADA) and the ADA Amendments Act of 2008 (ADAA) standards.

PETS, EMOTIONAL SUPPORT ANIMALS, AND SERVICE ANIMALS

53. Interim Housing Service Provider must accept participants with pets, Service Animals, and Emotional Support Animals. All policies and procedure related to accepting and assisting participants with pets, Service Animals, and Emotional Support animals must be in compliance with local, state, and federal laws.

PERFORMANCE, BUDGET, AND EXPENDITURE REPORTING

54. The Service Provider shall comply with data collection, analysis, reporting activities, and coordination planning as set by LAHSA. LAHSA will outline a data reporting schedule which will establish the necessary data fields and timelines for input into HMIS. If data is needed on an ad hoc basis, the agency must provide the data within the designated timeframe that is established by LAHSA, which will typically be a five (5) business day turnaround, unless explicitly indicated by upper management. If an agency is consistently (more than 3 times) delinquent in their data collection and reporting requirements, this can move an agency to remedial action.

PERSONNEL

55. The Service Provider must:
- a) employ qualified staff as specified in the LAHSA-approved program budget;
 - b) assign a sufficient number of staff with background experience and expertise to provide the services required in the relevant Scope of Required Services;

- c) provide LAHSA with staff rosters, job descriptions, and/or resumes of budgeted staff to ensure appropriate staffing levels are met and that budgeted staff possess the requisite skills needed to successfully operate the program, upon request;
- d) provide at least one Bilingual, Spanish speaking staff to meet the needs of participants receiving services. Service Provider must have an established plan and procedure to provide services to participants whose primary language isn't English. Please see [Multilingual System and Programmatic Documents](#) for more information.
- e) Provide or coordinate access to training programs for all new employees and continuing in-service training for all employees who interact with participants in the context of their daily work, and any specific funder required trainings.

56. The Service Provider must:

- a) ensure staff participation in LAHSA mandated trainings, including all sub-contractor staff;
- b) ensure staff participation in LAHSA-organized trainings offered through the Centralized Training Academy; and
- c) show proof that staff have adequately satisfied these requirements.

57. The Service Provider must be prepared to provide proof that staff who are mandated reporters have been trained in the legal requirements of being a mandated reporter.

58. The Service Provider must ensure that service delivery is not interrupted during periods of personnel change.

59. The following are required staff trainings:

Required Staff Trainings - All trainings can be located on LAHSA's Centralized Training Academy website		
Required Training	Applicable Staff	Priority Level
HMIS Trainings on intakes, document uploading, services, case notes, and reports	Case Managers, Supervisors, Program Managers, and/or Directors,	Immediate
Case Management and Systems Navigation I	All Staff (Entry level)	Immediate
Case Management and Systems Navigation II	Direct service staff (with minimum of 6 months homeless services experience)	Immediate
Care Coordination and System Navigation III	Supervisors Only	Immediate
Problem Solving	Case Managers	Moderate
Boundaries and Ethics	All Staff	Moderate
De-escalation	All Staff	Immediate
Harm Reduction	All Staff	Immediate
Trauma Informed Care 101 & 102	All Staff	Immediate
Motivational Interviewing	Case Managers	Moderate

Quality Standards	Supervisors	Moderate
Mandated Reporter Training	Direct Service Staff	Immediate
Overdose Education and Naloxone Distribution	Direct Service Staff	Immediate
Document Acquisition	Case Managers	Immediate

PROGRAM REPORTS

60. Providers are required to submit performance, HMIS, and finance reports as requested by LAHSA.

CUSTOMER SERVICE

61. The Service Provider must implement an active Customer Service Program in order to secure feedback from participants regarding their experiences with the program. The Customer Services Program is applicable to any and all the service provider's programs either operated directly or by subcontracting.
62. The Service Provider must have policies and procedures to ensure feedback from participants in the Customer Services Program are anonymous, confidential and optional. Policies and procedures must include a component identifying the anonymous collection of these surveys and must utilize a centralized and confidential system of storing all participant satisfaction surveys. Surveys must be made readily available to LAHSA for review upon request. In addition, Service Provider must distribute LAHSA's Client Satisfaction Survey at intake, post it at the facility in a public space, and make it available to participants upon request.
63. Participant Satisfaction Surveys must be administered at least twice yearly. Programs that operate less than 6 months must administer Participant Satisfaction Surveys at a minimum of once during the program period. Policies and procedures must include a training component for staff and subcontractors that comply with LAHSA requirements.
64. LAHSA and/or other County Departments reserve the right to monitor the quality of the Contractors' Customer Service. Monitoring may include randomly selecting participants for telephone and/or site surveys. LAHSA and/or the County or City, at its sole discretion, may change the means of measuring this standard via a Change Notice.
65. The Service Providers operating housing and/or services for homeless persons out of leased facilities must have in place Landlord Standards of Care policies and procedures. Policies and Procedures for Landlord Standards of Care must be aligned with Standards of Care adopted by LAHSA, in conjunction with County Departments (including Department of Health Services and Department of Mental Health). Guidance to contractors regarding implementation of these policies and procedures will be forthcoming upon adoption of Landlord Standards of Care by LAHSA and partnering Los Angeles County Departments.
66. To assist in the development of the Customer Servicer Program, LAHSA has developed a Client Satisfaction Survey. LAHSA's Client Satisfaction Survey must: 1) be provided to participants at intake, 2) displayed in public spaces, and 3) made available to participants upon request. Participants must be able to 1) return the survey to the provider via a comment box for the provider to forward to LAHSA and 2) receive assistance in completing it if requested. Participants will be able to complete the survey online. Instructions are on the survey. LAHSA will periodically analyze the results from the survey and share with providers to improve operations.

MATERIALS, EQUIPMENT AND INVENTORY

67. The Service Provider must:

- a) provide all equipment necessary to perform all services required by this contract;
- b) provide sufficient telephone lines at its site(s);
- c) install, repair, and replacement of telephones and/or lines;
- d) purchase of all materials/equipment to provide needed services is the responsibility of the contractors;
- a) provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services;
- b) report to LAHSA Contract Specialist, the loss, vandalism, or theft of computer supplies and equipment within twenty-four (24) hours after discovery. For stolen equipment, Contractors must contact the local law enforcement agency and submit a copy of the police report to LAHSA within twenty-four (24) hours of receipt of the police report, excluding weekends and holidays.

MASTER FILE

68. The Service Provider must maintain a hard case file for each participant and upload documents to HMIS.

The following is the list of documents that must be kept in the participants file based the population.

Document	Guidance	Population
Participant Identification	Government Issued ID: State issued ID/DL; Passport/passport card; US Military ID; Immigration Services ID; Visa issued by department of state; government issued ID Alternative Issued identification: student ID, shelter ID, band/debt/credit card; transportation ID; library card; gym membership card; warehouse membership card Alternative Forms of Acceptable non-photo: Birth certificate; utility bill; lease/rental contract; medical/dental insurance card; legal records/court documentation; Tax Identification Number/Paperwork; Social Security Card; AAA Card; AARP card	All
Program Participation Guideline Agreement Form	Agency created form. Must be dated and signed by the participant and Case Manager.	All
Grievance Procedure form	Agency created form. Must be dated and signed by the participant and Case Manager.	All
Population Appropriate LAC-CoC approved CES Survey	Optional, if needed	All
LA CoC Homeless Verification Form and/ or required institutional documentation	Form 6053 – Homeless Verification Form HMIS Records	All
DCFS Report	Completed within 24 hours	Families/Unaccompanied Minors
DCFS Investigation Summary Report and/ or Case Number	Required	Families/Unaccompanied Minors
Verification of outreach attempts to the guardian	Required	Unaccompanied Minors
Verification of guardian approval for youth to remain in shelter	Required (if applicable)	Unaccompanied Minors

Housing and Services Plan	Required- LAHSA approved form or Agency equivalent	All
Case Notes	Required- Should be completed for any meaningful or significant interaction in HMIS under the enrolled program	All
Incident Reports, Notice of Noncompliance, Termination Notice	If Applicable. Termination and Non-compliance Notice(s) must be stored in HMIS.	All
Exit and Termination	Required	All
Grievance Policy	Required	All
Client Satisfaction Survey Notice	Required	All
Proof of Income	Required	All
Proof of Disability	Required	All, if applicable
Social Security Card	Required	All, if available
Birth Certificate	Required	All, if available



Interim Housing Exit and Termination Standards

The Interim Housing Exit and Termination Standards set by the Los Angeles Homeless Services Authority as the Shelter Program Administrator outlines requirements that all LAHSA-funded Interim Housing Providers, also known as Shelter Program Operators, are expected to follow when exiting or terminating Shelter Program Participants from Interim Housing Programs. These standards include and are modeled after California Civil Code Section 1954.08 et seq. Any future amendments to Civil Code Section 1954.08 et. seq. shall supersede any requirements listed in this standards document.

DEFINITIONS

- i. “Harm-reduction” means a set of strategies, policies, and practices aimed at mitigating the negative social and physical consequences associated with various human behaviors, including, but not limited to, substance use, and that do not rely on punitive measures to gain program compliance.
- ii. “Motel or hotel” means a dwelling unit, as defined by subdivision (c) of Section 1940 of the California Civil code that an innkeeper retains a right of access to and control of, and that provides or offers all of the following services to all of the residents:
 - (1) Facilities for the safeguarding of personal property pursuant to California Civil Code Section 1860.
 - (2) Central telephone service subject to tariffs covering the same filed with the California Public Utilities Commission.
 - (3) Maid, mail, and room services.
- iii. “Shelter Program” means a city-, county-, continuum of care-, state-, or federally funded shelter, interim housing, motel voucher, or emergency shelter program in which the city, county, continuum of care, state, or federal governmental entity retains an oversight and accountability role in ensuring compliance with program regulations and proper program administration.
- iv. LASHA is the “Shelter Program Administrator.” LAHSA retains an oversight role in ensuring compliance with program regulations and proper program administration.
- v. A LAHSA funded interim housing service provider shall be known as “Shelter Program Operator.” The Shelter Program Operator carries out the operations of the Shelter program.

vi. “Shelter Program Participant” means an occupant of a motel, hotel, or other shelter site whose occupancy is solely due to their participation in a Shelter Program.

EXIT AND TERMINATION STANDARDS

A. Shelter Program Operators shall adhere to the core components of Housing First, pursuant to subdivision (b) of Section 8255 of the California Welfare and Institutions Code. Shelter program is defined under California Civil Code section 1954.08.

B. Shelter Program Operator shall establish, adopt, and clearly document rules governing how and for what reasons a Shelter Program Participant’s enrollment may be terminated. Shelter Program Operator must disclose the termination policy to Shelter Program Participants in writing, in plain language, at the commencement of their enrollment in the interim housing program.

C. Termination/Exit Policy. This section sets out the Permissible reasons for termination. The contracted Shelter Program Operator reserves the right to exit participants from the Program based upon the terms of the Participant Agreement, pursuant to the terms of California Civil Code Sections 1954.08 et seq., and/or the Shelter Program Operator’s policies and procedures.

(1) *Reasons for immediate termination/exit:*

- Any conduct that constitutes a “direct threat,” defined as a substantiated threat to the health or safety of others (i.e., significant risk of bodily harm or would cause substantial physical damage to the property of others, and such risk cannot be sufficiently mitigated or eliminated by a reasonable accommodation. (See Cal. Code Regs., tit. 2, § 12179(b) (3).)
- Sexual assault or verbally or physically threatening behavior that rises to the level of a “direct threat” to persons or property.
- Threats or actual acts of physical violence to staff or other program participants.

(2) *Reasons for termination/exit with 30-day notice approved by the Shelter Program Administrator:*

The following reasons for termination/exit may be approved by the Shelter Program Administrator. If a Shelter Program Participant is terminated/exited for any of the reasons stated below, they are to receive a written Notice of Termination (Exit from the Program) at least 30 days prior to the date of their exit from the program.

The written notice of termination/exit will state the reason(s) for the termination/exit and will advise the Shelter Program Participant of their right to a reasonable

accommodation if they are a qualified person with a disability and of their right to utilize the grievance process described in Section I. below.

- Direct observation of Shelter Program Participant engaging in illegal activity at the Program location.
- Shelter Program Participant has breached/violated a term or condition of this Participant Agreement or the Shelter Program Operator's policies and procedures.
- Shelter Program Participant has successfully secured permanent housing.
- Shelter Program Participant has secured housing through reunification services or otherwise self-resolved their housing crisis.
- Shelter Program Participant has relocated outside of Los Angeles County.
- Shelter Program Participant is enrolled in and actively receiving bed services at another Interim Housing program (e.g., Crisis, Bridge, Recuperative Care, or Transitional Housing Program).
- Shelter Program Participant does not meet the eligibility requirements for the program established by the Shelter Program Operator.
- Shelter Program Participant has exceeded the time limits established by the Shelter Program Operator.
- Shelter Program Participant has consistently refused and/or failed to cooperate with the Shelter Program Operator in identifying housing options.
- Shelter Program Participant has been absent from the Program for three (3) or more consecutive calendar days without prior approval from the Shelter Program Operator and attempts to contact participants have been unsuccessful.
- The termination of the agreement authorizing the use of the Program location for interim housing.
- The termination of the Program.

D. Shelter Program Operator must not make a determination to exit Shelter Program Participants from the Shelter Program on the basis of the following:

1. Active substance use
2. Failure to have an income
3. Active health issues
4. Mental health conditions

5. Failure to abide by personal budget
6. Medication non-compliance

E. Exiting after three (3) calendar day absence. As a Shelter Program, it is anticipated that Shelter Program Participants will stay in the program most nights; however, there may be circumstances in which a Shelter Program Participant works overnight and sleeps during the day, or where Shelter Program Participants have an alternate place to stay on some nights. If Shelter Program Participants are not staying in the program regularly and have not notified the Shelter Program Operator of their absence for three (3) or more consecutive days/nights, the operator must make at least three attempts to contact the Shelter Program Participant prior to exiting Shelter Program Participant from the Shelter Program. Attempts must be made using at least two (2) different methods (e.g., phone call, text message, e-mail, posting notice on door of unit if applicable) and must be documented in HMIS. Requirements described in this section (E) do not apply to Interim Housing components that are not required to track nightly bed utilization (e.g., Transitional Housing Programs).

(1) Shelter Program Operator is encouraged to contact Shelter Program Participant's emergency contact, reach out to local area hospitals, or engage other public entities in support of assisting Shelter Program Participant with maintaining their interim housing bed.

(2) If these attempts are unsuccessful, the Shelter Program Operator may exit the Shelter Program Participant from the program. Upon exiting a participant, the Shelter Program Operator must collect, inventory, tag, and store the participant's belongings for 30 calendar days from when the participant was exited from the program. The participant's belongings must be returned to them if they return and request them within the 30-day period. After the 30-day period has passed, the Shelter Program Operator can dispose of the belongings.

(3) If the Shelter Program Participant returns for services after being exited, efforts must be made to address the Shelter Program Participant's needs and re-enroll into the Shelter Program or other Shelter Program within the CoC. For match-based programs, Shelter Program Operator must coordinate with LAHSA and the Centralized Referral System to re-enroll the Shelter Program Participant.

F. Shelter Program Operator shall endeavor to ensure terminations are performed in a trauma-informed manner utilizing a Harm-reduction approach and to the extent that the Shelter Program Operator or Shelter Program has a contractual relationship with the hotel or motel, shall ensure that the termination policies and procedures of the hotel, motel, and Shelter Program, including the required grievance procedure, comply with all applicable disability laws, including requirements for reasonable accommodation.

G. Shelter Program Operator shall establish procedures regarding how a Shelter Program Participant will be provided a written termination notice if a termination occurs and is required to disclose those procedures to Shelter Program Participants in writing at the commencement of their enrollment. The disclosure must inform participants that an absence for three (3) or more consecutive days/nights from the Shelter Program may result in them being exited, their belongings gathered and stored for 30 calendar days from the date of exit, the disposal of their

belongings after the 30 calendar days, and the process for them to request their belongings within the 30 calendar days.

(1) Shelter Program Operator shall provide the termination notice to the Shelter Program Participant at least 30 days prior to the proposed termination or, if the underlying cause for a proposed termination constitutes a “direct threat,” as defined in paragraph (3) of subdivision (b) of Section 12179 of Title 2 of the Code of Regulations, the Shelter Program Operator may remove the participant from the premises immediately, provided that the operator advises the participant of their right to utilize the grievance process described below.

(2) The termination notice shall contain a clear, plain-language statement of the reason for the termination, shall notify the Shelter Program Participant of their right to request a reasonable accommodation if they are a qualified person with a disability, and shall notify the Shelter Program Participant of their right to utilize the grievance process described herein.

(3) The termination notice must be uploaded to the Shelter Program Participant’s profile in HMIS.

(4) The established procedure developed regarding Shelter Program Participant guideline violations shall include an escalation continuum that incorporates documented warnings and documented Shelter Program Operator staff and Shelter Program Participant problem solving methods prior to instituting terminations from the Shelter Program.

a. Shelter Program Operator can incorporate the use of mitigation plans with Shelter Program Participants as a tool to address Shelter Program Participant guideline violations.

H. Shelter Program Operator shall provide an exit plan upon any termination or exit of a Shelter Program Participant that includes referrals to any available local shelter service for which the Shelter Program Participant is eligible and the Shelter Program Operator shall make a good faith, reasonable effort to facilitate an intake for that Shelter Program Participant in an available bed or unit. Operator must use the LAHSA-approved Exit Summary Form or agency-specific exit form for all exited Shelter Program Participant. For a list of LAHSA-funded interim housing resources to which Participants exiting from a program can be referred, please refer to the LAHSA Interim Housing List located here: <https://www.lahsa.org/documents?id=2196-lahsa-interim-housing-list-english-.pdf>.

(1) Shelter Program Operator must document good faith, reasonable efforts and make that documentation available upon request by LAHSA.

(2) In cases where the grievance process is utilized, LAHSA maintains the right to determine whether the Shelter Program Operator’s efforts constitute a good faith effort to facilitate a Shelter Program Participant into an alternative available shelter site or program.

(3) Shelter Program Operator shall make good faith efforts to provide reasonable transportation accommodations upon termination of a Shelter Program Participant from a program or upon transfer of a Shelter Program Participant to an alternative available bed or unit.

(4) When a Shelter Program Participant has been successfully linked to a permanent housing program, Shelter Program Operator must work collaboratively with the Permanent Housing Provider to facilitate a quick and successful transition that is not disruptive to the Shelter Program Participant.

(5) In exigent circumstances that necessitate the presence of first responders, police, or fire department and render it infeasible to provide a termination notice at that time or coordinate a post exit plan, the Shelter Program Operator must still create a termination notice that satisfies the above-described requirements and make that documentation available to former participants within 24 hours of their request.

(6) Shelter Program Operator must complete the Program Exit page in HMIS indicating where the Shelter Program Participant has exited to.

a. “Unknown destination” and “Other” entries in HMIS are to be discouraged. If new information about a Shelter Program Participant’s exit destination becomes available after they’ve exited from the program, Shelter Program Operator should proceed with updating the exit destination on the Program Exit page in HMIS.

b. Contractor should include a final case note in HMIS that includes supporting details about the Shelter Program Participant’s exit from the program.

I. Shelter Program Operator shall establish a grievance process that complies with due process and must disclose the grievance process to Shelter Program Participants in writing, in plain language, at the time of enrollment. Please see LAHSA Program Standards for additional guidance on Grievance Policies and Procedures. Link to Program Standards: <https://www.lahsa.org/documents?id=2280-lahsa-program-standards.pdf>.

(1) The grievance process shall give Shelter Program Participants a right to due process appeal through LAHSA if the Shelter Program Participant believes they were or are being wrongfully terminated from the program and shall inform Shelter Program Participants on how to access and initiate the grievance process.

(2) Shelter Program Operator shall provide Shelter Program Participants the opportunity to initiate the grievance process 30 days prior to their proposed termination date or at any point thereafter.

(3) In cases where Shelter Program Participants are subject to immediate removal based on circumstances that present a “direct threat,” as defined in paragraph (3) of subdivision (b) of Section 12179 of Title 2 of the Code of Federal Regulations, the Shelter Program Operator shall provide Shelter Program Participants the opportunity to initiate the grievance process at the time of removal or at any point thereafter.

(4) If, following the grievance process, the proposed termination is not carried out, any Shelter Program Participant already removed shall be granted the right to resume their participation in the program. If LAHSA and/or the Shelter Program Operator is unable to place

the individual in the original site, LAHSA and/or the Shelter Program Operator shall facilitate a placement for that individual in an alternative available motel, hotel, or shelter site.

J. The Shelter Program Operator shall be solely responsible for any necessary removal and/or termination of a shelter program participant pursuant to Civil Code section 1954.09 including but not limited to initiating and conducting any legal process required for the removal and/or termination of a program participant. LAHSA shall have no responsibility for the removal and/or termination of shelter program participant(s).

GRIEVANCE PROCESS GUIDE

Your concerns are very important to us and we want to help you resolve them as quickly as possible.

For a better understanding of the grievance process, please review the step-by-step guide below that describes exactly what steps to take and what to expect.

DID YOU KNOW ?

Below are answers to commonly asked questions on how to start the grievance process. If you have a question that is not answered below, please contact us using any of the above methods.

- You must **FIRST** go through the grievance process with the agency providing you services before filing a grievance with LAHSA.
- If the agency providing you services does not respond to your grievance within 3-business days, you have a right to contact LAHSA.
- If the agency providing you services does not provide you an opportunity to file a grievance, you have a right contact LAHSA.
- Grievances cannot be filed with LAHSA against an agency that is **NOT** contracted with LAHSA. If you are uncertain, please contact LAHSA.

How you can request grievance information with LAHSA:

Grievance Line: (213) 225-8442

Email: grievances@lahsa.org

By Fax:

(213) 892-0093 (Address to Grievances)

Our Website:

www.lahsa.org/contact-us

You will receive a response within 3-business days of submitting a request.

GRIEVANCE PROCESS GUIDE

This step-by-step guide will help you with the steps that must be taken when filing a grievance. If you still have questions, please contact us using any of the methods on the other side of this page.

STEP #1: You must first file a grievance directly with the agency providing you services BEFORE filing with LAHSA.

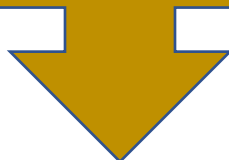
Contact the agency providing you services for a grievance form and their process for filing.

IF YOU HAVE NOT COMPLETED THIS STEP FIRST
STOP! DO NOT GO ANY FURTHER



STEP #2: Once you file your grievance with the agency providing you services, the agency must contact you within 3-business days from the time your grievance was received. If you have not received a response within the required time period:

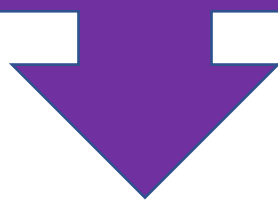
GO DIRECTLY TO STEP #4



STEP #3 - APPEALS

All appeals (Grievance & Termination) must **FIRST** be filed with your service provider. If you are attempting to appeal a decision, you must also contact your service provider to obtain the proper form and file it with your service provider.

If you are wanting to appeal a decision of an appeal that you have received from your service provider, please contact LAHSA.



STEP #4: Contact LAHSA to receive a Grievance form **ONLY** after completing steps 1-3. The LAHSA Grievance Specialist will contact you within 3-business days to discuss your concerns, and next steps.

**INCIDENT REPORTING**
Frequently Asked Questions**When should a LAHSA Incident Report Form be completed and submitted?**

Contractor is required to complete a LAHSA Incident Report Form and submit when incident results in:

- DPH Outbreak Site has been identified
- COVID19 Positive Test confirmed (Participants / Staff)
- signs of contagious disease.
- bodily injury (accidents or assault).
- any acts of violence.
- suspicions of abuse. (Domestic Violence, Adult / Child Abuse and/or Neglect)
- death of participants and/or staff.
- any damage/theft done by participants and/or staff.
- emergency personnel/first responders being discharged to any and all facility/facilities (e.g. police, sheriff, fire department, etc.)

What do you do when any of the above incidents occur?

After an incident occurs, please fill out the approved LAHSA Incident Report Form. All required Incident Report Forms MUST be submitted within 12-hours of the incident occurrence. Please ensure the Incident Report Form is completed as thoroughly as possible with detailed information at hand within the first 12-hours of the incident.

Incidents related to COVID19 (positive tests, location being declared an Outbreak site by DPH, etc.) must be immediately reported to the Department of Public Health (DPH) for guidance on next steps at 883) 596-1009.

Upon completion of report to the DPH Hotline, Contractor must ensure it is documented in LAHSA's incident report form. The Incident Report Form must be submitted to LAHSA within 12 hours. Please ensure the any Contact Name or Referral # provided by DPH is included in the Incident Report Form under Section VI. In addition, please ensure the guidance provided by DPH is documented in both Sections V & VII. Please refer to the following link for additional guidance: <http://publichealth.lacounty.gov/media/Coronavirus/docs/homelessness/GuidanceInterimHousingSettings.pdf>

Incidents related to the suspicion of abuse and/or neglect of senior/elder participant must be immediately reported to the Elder Abuse Hotline at: 1 (877) 477-3646.**Incidents related to the suspicion of abuse, neglect, trauma, and/or death of children must be immediately reported to the Los Angeles County Child Protection Hotline at: 1 (800) 540-4000.**

Upon completion of report to the Hotline, Contractor must ensure it is documented in the LAHSA incident report then notify LAHSA within 12-hours of the incident. Please ensure to include any Contact names and/or Referral/Confirmation numbers.

What do you do when the incident involves a participant/family receiving Domestic Violence, Human Trafficking or Sexual Assault services?

When submitting an Incident Report Form involving a participant receiving Domestic Violence, Human Trafficking or Sexual Assault services, please ensure the above guidance is adhered to in addition to the following:

- Use an Alias Name and/or Unique Identifier. Do not disclose any Personally Identifiable Information (PII).
- Do not disclose the location of the property if it has been predetermined as confidential (i.e. on-site).
- Comply with the rights and obligations created under VAWA. (24 CFR §5, Subpart L)

How do I submit a LAHSA Incident Report Form?

All required Incident Report Forms must be submitted to incidentreporting@lahsa.org via email. Approved LAHSA Incident Report Form and can be located at <https://www.lahsa.org/documents>

Please note: Contractors must provide training and guidance to subcontractors to ensure program compliance. LAHSA's approval of a proposed subcontractor does not relieve Contractor of any requirements under Incident Reporting Requirements.



Los Angeles Homeless Services Authority
Incident Report Form

SECTION I: PARTICIPANT INFORMATION

Provide the information below of the individual involved in the incident

First Name: _____ Last Name: _____

Date of Birth: _____ HMIS #: _____ CalWORKs Case # _____ (if applicable)

HOUSEHOLD COMPOSITION

Household Size: _____ (Total members in the household) # of Adults: _____ # of minors in legal custody: _____

Individual's relationship to the head of household: ☐ self ☐ spouse/ domestic partner ☐ child

☐ other: _____

Program Name(s): _____

Population: ☐ Youth ☐ Adults ☐ Family ☐ Domestic Violence / Human Trafficking / Sexual Assault

SECTION II: OCCURRENCE

Please report the date the incident took place below

OCCURRENCE INFORMATION

TYPE OF INCIDENT

Date: _____ Time of Incident: _____ ☐ am ☐ pm

Agency Name: _____

Subcontractor/Site Name (if applicable): _____

Incident Address: _____

City: _____ Zip Code: _____

Location (specific area) where the incident took place:

When and how were you notified of the incident/accident?

Date: _____ Time Notified: _____ ☐ am ☐ pm

☐ In person ☐ by phone ☐ other: _____

If not present, where were you when the incident/accident occurred?

☐ DPH Outbreak Site/Location

☐ COVID19 Positive Test
Confirmed

☐ Signs of Contagious Disease

☐ Natural or Unnatural Death

☐ Adult/Child Abuse or Neglect

☐ Threat(s)/Acts of Violence

☐ Serious or Life-Threatening
Bodily Injuries

☐ Participant Assaulted

☐ Staff Assaulted

☐ Domestic Violence / Human
Trafficking / Sexual Assault

☐ Vehicle Accident

☐ Property Damage/Theft

☐ Other: _____

SECTION III: PARTIES INVOLVED

First and Last Name

Party Type (Participant, Employee title, police officer, EMT, etc..)



Los Angeles Homeless Services Authority Incident Report Form

SECTION IV: WITNESS INFORMATION

First and Last Name	Title	Address	Phone

SECTION V: DETAILED DESCRIPTION OF INCIDENT(S)

Give specific factual accounts available during the first 12-hours of what occurred, who was involved, when and where it happened, why did it happen and how did the incident happen. **Don't forget to include applicable detailed information such as** time of emergency notification was called, arrived and Officer's/Medical I.D badge #, if anyone was taken to the hospital or refused medical attention, any damage to property, police report information etc. If vehicle involved include: License plate #, Make, Driver, Model etc. (Attach additional pages if needed.)

SECTION VI: FOLLOW UP CALLS MADE TO NOTIFY OF THE INCIDENT (If applicable)

☐ Department of Children and Social Services (DCFS)

☐ Adult Protective Services (APS)

☐ Department of Public Health (DPH)

Contact Name/Referral / Confirmation #: _____

SECTION VII: RESOLUTION

Give specific details of outcome that are available within the first 12-hours of the incident. (e.g. Indicate name(s) of outside agencies contacted, other action(s) taken, referrals made, etc....) Please specify where those involved in the incident(s) are located currently. For COVID19 related Incident Reports, DPH recommendations must be included in this section. (Attach additional pages if needed.)

SECTION VIII: STAFF INFORMATION (To be completed by staff completing the report)

Please Note: All required Incident Report Forms MUST be submitted to LAHSA within 12 hours of the incident occurrence. All Incident report forms must be submitted using the Approved LAHSA Incident Reporting Form.

Staff Name: _____ Staff Title: _____
Date: _____ Time: _____ ☐ am ☐ pm
Supervisor's Name: _____ Staff Title: _____
Date Reviewed: _____ Time: _____ ☐ am ☐ pm

APPENDIX F

Number of Exits from Interim Housing Sites:													
HMIS Update/Exit Screen: Exit Reason													
July 2022 - December 2023													
		Criminal activity/destruction of property/violence	Death	Disagreement with rules/persons	Left for a housing opportunity before completing program	Needs could not be met by program	Non-compliance with program	Non-payment of rent/occupancy charge	Other	Reached maximum time allowed by program	Unknown/disappeared	(blank)	Grand Total
HMIS Update/Exit Screen: Destination	Completed Program												
Client doesn't know	19	59		30	7	51	176		58	5	127	10	542
Client prefers not to answer	59	87		149	45	68	233	1	144	107	189	15	1097
Data not collected	14937	102		61	87	39	310		523	13	880	6	16958
Deceased	2		380						9		4	35	430
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	2310	546		484	1528	771	1572	12	2773	1381	306	537	12220
Foster care home or foster care group home					6	2			1				9
Hospital or other residential non-psychiatric medical facility	54	24	5	8	15	426	53		374	13	19	124	1115
Host Home (non-crisis)	73	1			46		1		13				134
Hotel or motel paid for without emergency shelter voucher	211	26		33	63	65	108		125	45	4	15	695
Jail, prison, or juvenile detention facility	7	342		5	10	24	104		294	1	50	42	879
Long-term care facility or nursing home	103	4			36	156	8		47	5		60	419
Moved from one HOPWA funded project to HOPWA PH	4								9		2		15
Moved from one HOPWA funded project to HOPWA TH	5					1				3	4		13
No exit interview completed	369	671	7	463	274	161	2220	7	1453	22	8313	6580	20540
Other	1473	165		65	222	63	1018	1	1220	76	709	400	5412
Owned by client, no ongoing housing subsidy	19				22				4			5	50
Owned by client, with ongoing housing subsidy	136				18							9	163
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	858	1281	5	957	112	552	4000	4	1764	673	4205	21	14432
Psychiatric hospital or other psychiatric facility	12	34		1	8	112	13		29	1	1	11	222
Rental by client, no ongoing housing subsidy	1152			7	233	14	11		16	2		37	1472
Rental by client, with ongoing housing subsidy	11093	2		1	981	3	11	4	155	240	13	474	12977
Residential project or halfway house with no homeless criteria	84			2	12	9			2	5		2	116
Safe Haven	123	50		14	54	47	44		172	12	29		545
Staying or living with family, permanent tenure	648	10		6	673	35	68		170	18	1	87	1716
Staying or living with family, temporary tenure (e.g., room, apartment, or house)	318	58		65	513	114	276		280	113	51	28	1816
Staying or living with friends, permanent tenure	141	6		2	250	6	18		29	6	1		459
Staying or living with friends, temporary tenure (e.g., room, apartment, or house)	251	58	1	73	496	83	196	9	221	57	51	2	1498
Substance abuse treatment facility or detox center	338	1		7	64	144	74	1	171	2	5	10	817
Transitional housing for homeless persons (including homeless youth)	1339	32		46	460	141	108		312	90	11	2	2541
(blank)													41592
Grand Total	36138	3559	398	2479	6235	3087	10622	39	10368	2890	14975	50104	140894

Subtotal of rows (auto-updates with filter)	Interim Housing Incident Report Data For Congregate Site Locations July 2022 through November 2023					
	Date of Incident	Program Component	Population Served	Address of Incident	Incident type	Incident Type2
1309						
1	11/03/2023	PHK	Adults	7432 Reseda Blvd, Reseda, CA 91335	Threats of Violence	Termination
1	11/02/2023	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Threats of Violence	Inappropriate Behavior
1	11/02/2023	Crisis	Families	7641 Shoup Ave., West Hills, CA 91304	Threats of Violence	Inappropriate Behavior
1	11/02/2023	PHK	Adults	5350 Huntington Dr South, Los Angeles, CA 90032	Theft	Police Involvement
1	11/02/2023	Crisis	Families	14926 Kittridge Street, Van Nuys, CA 91405	Assault to Client - Physical	Assault to Staff - Physical
1	11/01/2023	Bridge Roadmap	Adults	8768 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Inappropriate Behavior
1	10/31/2023	Bridge Roadmap	Adults	8768 S. Broadway, Los Angeles, CA 90003	Threats of Violence	Assault to Client - Physical
1	10/31/2023	Bridge Roadmap	Adults	8770 S. Broadway, Los Angeles, CA 90003	Noncompliance	Inappropriate Behavior
1	10/23/2023	PHK	Families	20157 Ventura Blvd., Woodland Hills, CA 91364	Trespassing	Assault to Client - Physical
1	10/23/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Assault to Client - Physical	Termination
1	10/21/2023	Crisis	Families	10323 De Soto Ave, Chatsworth, CA 91311	Property Damage	Termination
1	10/19/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Safety Concern	Inappropriate Behavior
1	10/18/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Theft	Inappropriate Behavior
1	10/18/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Harassment - Physical	Inappropriate Behavior
1	10/18/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Contraband	Noncompliance
1	10/17/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Assault to Client - Physical	Weapons
1	10/16/2023	Bridge	Adults	1123 W. 7th Street, Los Angeles, CA 90017	Threats of Violence	Termination
1	10/16/2023	Bridge Roadmap	Adults	7047 Franklin Ave., Los Angeles, CA 90028	Assault to Staff - Physical	Noncompliance
1	10/15/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Threats of Violence	Termination
1	10/15/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Property Damage	Threats of Violence
1	10/15/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Noncompliance	Termination
1	10/14/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Safety Concern	Inappropriate Behavior
1	10/14/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	10/14/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Assault to Client - Physical	Threats of Violence
1	10/12/2023	PHK	Families	20157 Ventura Blvd., Woodland Hills, CA 91364	Threats of Violence	Termination
1	10/12/2023	Tiny Home	Adults	6720 Vanalden St., Reseda, CA 91335	Fire or Fire Alarm	Termination
1	10/12/2023	Bridge	Adults	1920 W 3rd St., Los Angeles, CA 90057	Assault to Client - Physical	Termination
1	10/11/2023	PHK	Adults	7621 Canoga Ave., Canoga Park, CA 91304	Weapons	Threats of Violence
1	10/11/2023	Bridge	Adults	566 S. San Pedro Street, Los Angeles, CA 90013	Theft	Assault to Client - Physical
1	10/09/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Noncompliance	Contraband
1	10/08/2023	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Assault to Client - Physical	Safety Concern
1	10/06/2023	Bridge	Adults	13160 Raymer St., North Hollywood, CA 91605	Theft	Harassment - Physical
1	10/06/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Theft	Property Damage
1	10/06/2023	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Property Damage	Weapons
1	10/06/2023	PHK	Adults	7432 Reseda Blvd., Reseda, CA 91335	Assault to Staff - Physical	Threats of Violence
1	10/05/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Threats of Violence	Weapons
1	10/05/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Property Damage	Termination
1	10/05/2023	Bridge	Adults	7621 Canoga Ave., Canoga Park, CA 91304	Fire or Fire Alarm	Property Damage
1	10/04/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Weapons	Assault to Client - Physical
1	10/04/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Noncompliance
1	10/04/2023	Bridge	Adults	668 S Hoover Street, Los Angeles, CA 90005	Assault to Client - Physical	Weapons
1	10/03/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Theft	Trespassing
1	10/02/2023	Bridge	Adults	12426 Whittier Boulevard, Whittier, CA 90602	Theft	Assault to Client - Physical
1	10/02/2023	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Theft	Police Involvement

1	10/02/2023	Bridge Roadmap	Adults	8770 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Police Involvement
1	09/29/2023	PHK	Adults	5533 N. Huntington Dr., Los Angeles, CA 90032	Threats of Violence	Inappropriate Behavior
1	09/29/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Assault to Client - Physical	Termination
1	09/28/2023	Tiny Home	Adults	6720 Vanalden St., Reseda, CA 91335	Threats of Violence	Weapons
1	09/28/2023	Tiny Home	Adults	San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Weapons
1	09/27/2023	PHK	Adults	5350 Huntington Dr S., Los Angeles, CA 90032	Safety Concern	Substance Abuse
1	09/26/2023	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Weapons	Threats of Violence
1	09/26/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Safety Concern	Trespassing
1	09/26/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Contraband	Threats of Violence
1	09/25/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Threats of Violence	Assault to Client - Physical
1	09/25/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Contraband	Noncompliance
1	09/25/2023	Bridge	Adults	828 Eubank Ave, Wilmington, CA 90744	Assault to Staff - Physical	Termination
1	09/24/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Weapons	Contraband
1	09/24/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Weapons
1	09/24/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Termination	Contraband
1	09/24/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Contraband	Noncompliance
1	09/23/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Property Damage	Substance Abuse
1	09/23/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Assault to Client - Physical	Weapons
1	09/22/2023	Bridge Roadmap	Adults	7047 Franklin Ave., Los Angeles, CA 90028	Threats of Violence	Assault to Client - Physical
1	09/22/2023	Crisis	Adults	10601 San Fernando Rd., Pacoima, CA 91331	Police Involvement	Safety Concern
1	09/21/2023	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Weapons	Contraband
1	09/20/2023	Tiny Home	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Assault to Client - Physical	Bodily Injury
1	09/19/2023	Inside Safe	Adults	9151 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Assault to Staff - Physical
1	09/18/2023	Bridge	Adults	828 Eubank Ave, Wilmington, CA 90744	Assault to Staff - Sexual	Termination
1	09/17/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Weapons	Threats of Violence
1	09/17/2023	PHK	Adults	5350 Huntington Dr S., Los Angeles, CA 90032	Threats of Violence	Trespassing
1	09/15/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Weapons	Noncompliance
1	09/15/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Trespassing	Noncompliance
1	09/14/2023	Bridge	Adults	12426 Whittier Boulevard, Whittier, CA 90602	Theft	Threats of Violence
1	09/14/2023	Bridge	Adults	668 S Hoover Street, Los Angeles, CA 90005	Assault to Client - Physical	Assault to Staff - Physical
1	09/13/2023	Bridge	Adults	407 N. Beacon St., San Pedro, CA 90731	Theft	Property Damage
1	09/12/2023	Inside Safe	Adults	333 S. Figueroa St., Los Angeles, CA 90071	Property Damage	Noncompliance
1	09/11/2023	PHK	Adults	5350 Huntington Dr S., Los Angeles, CA 90032	Threats of Violence	Noncompliance
1	09/11/2023	Bridge	Families	1736 Family Crisis Center - Confidential	Property Damage	Safety Concern
1	09/09/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Weapons	Threats of Violence
1	09/08/2023	PHK	Adults	21603 Devonshire Street, Chatsworth, CA 91311	Threats of Violence	Contraband
1	09/08/2023	Bridge	Adults	Location: Confidential	Noncompliance	Safety Concern
1	09/08/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Assault to Staff - Physical	Theft
1	09/08/2023	Tiny Home	Adults	6099 Laruel Canyon Blvd., North Hollywood, CA 91606	Assault to Client - Physical	Bodily Injury
1	09/07/2023	Bridge	Adults	13160 Raymer St., North Hollywood, CA 91605	Threats of Violence	Inappropriate Behavior
1	09/07/2023	Bridge	Adults	702 W. Anaheim, Long Beach, CA 90813	Threats of Violence	Noncompliance
1	09/07/2023	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Threats of Violence	Weapons
1	09/06/2023	Bridge Roadmap	Adults	7047 Franklin Ave., Los Angeles, CA 90028	Trespassing	Property Damage
1	09/06/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Noncompliance
1	09/06/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Noncompliance
1	09/06/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	09/06/2023	Bridge Roadmap	Adults	222 E 25th Street, Los Angeles, CA 90011	Assault to Client - Physical	Threats of Violence
1	09/04/2023	PHK	Adults	5533 N. Huntington Dr., Los Angeles, CA 90032	Fire or Fire Alarm	Contraband
1	09/03/2023	Tiny Home	Adults	6720 Vanalden St., Reseda, CA 91335	Property Damage	Threats of Violence
1	09/03/2023	PHK	Adults	7621 Canoga Ave., Canoga Park, CA 91304	Assault to Client - Physical	Termination
1	09/02/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Noncompliance

1	09/01/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Termination	Assault to Client - Physical
1	08/31/2023	Tiny Home	Adults	6720 Vanaldden Ave., Resedea, CA 91335	Threats of Violence	Inappropriate Behavior
1	08/31/2023	Bridge	Adults	1818 S Manhattan Place, Los Angeles, CA 90019	Noncompliance	Inappropriate Behavior
1	08/31/2023	PHK	Adults	253 South Hoover St., Los Angeles, CA 90004	Harassment - Sexual	Inappropriate Behavior
1	08/31/2023	Inside Safe	Adults	1645 Pacific Coast Hwy., Habor City, CA 90710	Fire or Fire Alarm	Property Damage
1	08/31/2023	Bridge	Adults	100 Sunset Ave., Venice, CA 90291	Assault to Client - Physical	Assault to Staff - Physical
1	08/30/2023	Bridge	Adults	1818 S Manhattan Place, Los Angeles, CA 90019	Noncompliance	Inappropriate Behavior
1	08/29/2023	Crisis	Adults	543 Crocker St., Los Angeles, CA 90013	Weapons	Threats of Violence
1	08/29/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Inappropriate Behavior	Safety Concern
1	08/29/2023	Crisis	Families	1818 S. Manhattan Ave., Los Angeles, CA 90016	Contraband	Termination
1	08/29/2023	Bridge	Adults	1818 S Manhattan Place, Los Angeles, CA 90019	Contraband	Weapons
1	08/29/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Assault to Client - Physical	Bodily Injury
1	08/27/2023	Tiny Home	Adults	9710 San Fernando Rd, Sun Valley, CA 91352	Assault to Client - Physical	Safety Concern
1	08/26/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Weapons	Safety Concern
1	08/25/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Weapons	Contraband
1	08/25/2023	Bridge	Adults	3210 Riverside Dr., Los Angeles, CA 90027	Threats of Violence	Assault to Client - Physical
1	08/25/2023	PHK	Adults	253 South Hoover St., Los Angeles, CA 90004	Theft	Termination
1	08/25/2023	Tiny Home	Adults	401 S. Arroyo Seco, Los Angeles, CA 90047	Fire or Fire Alarm	Property Damage
1	08/23/2023	Bridge	Adults	7816 Simpson Avenue, North Hollywood, CA 91605	Inappropriate Behavior	Safety Concern
1	08/23/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Assault to Client - Physical	Bodily Injury
1	08/22/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Threats of Violence	Inappropriate Behavior
1	08/21/2023	Bridge	Adults	13160 Raymer St., North Hollywood, CA 91605	Weapons	Safety Concern
1	08/21/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Safety Concern
1	08/20/2023	PHK	Adults	5533 Huntington Dr. N, Los Angeles, CA 90032	Noncompliance	Inappropriate Behavior
1	08/20/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Assault to Client - Sexual	Noncompliance
1	08/20/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Assault to Client - Physical	Weapons
1	08/19/2023	Bridge Roadmap	Adults	7816 Simpson Avenue, North Hollywood, CA 91605	Threats of Violence	Assault to Client - Physical
1	08/19/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Police Involvement	Noncompliance
1	08/18/2023	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Threats of Violence	Staff Issues
1	08/18/2023	PHK	Adults	21603 Devonshire Street, Chatsworth, CA 91311	Assault to Staff - Physical	Inappropriate Behavior
1	08/17/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Weapons	Assault to Client - Physical
1	08/17/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Weapons	Assault to Client - Physical
1	08/17/2023	Bridge Roadmap	Adults	Offsite: Across the street	Weapons	Bodily Injury
1	08/17/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Trespassing	Noncompliance
1	08/17/2023	Inside Safe	Adults	1645 Pacific Coast Hwy., Habor City, CA 90710	Threats of Violence	Termination
1	08/16/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Inappropriate Behavior
1	08/16/2023	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Threats of Violence	Weapons
1	08/16/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Inappropriate Behavior	Safety Concern
1	08/16/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	08/16/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	08/16/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	08/15/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Weapons	Threats of Violence
1	08/14/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Property Damage	Termination
1	08/14/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Property Damage	Termination
1	08/14/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Noncompliance	Trespassing
1	08/13/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Threats of Violence	Property Damage
1	08/13/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Assault to Client - Sexual	Termination
1	08/12/2023	Bridge	Adults	Location: Offsite	Assault to Client - Physical	Police Involvement
1	08/11/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Inappropriate Behavior
1	08/11/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Termination
1	08/11/2023	Crisis	Adults	1447 6th St., Santa Monica, CA 90404	Threats of Violence	Weapons

1	08/11/2023	Inside Safe	Adults	1533 Pacific Coast Hwy., Harbor City, CA 90710	Noncompliance	Termination
1	08/10/2023	Bridge	Adults	1920 W 3rd St., Los Angeles, CA 90057	Threats of Violence	Safety Concern
1	08/10/2023	Bridge	Adults	1920 W 3rd St., Los Angeles, CA 90057	Threats of Violence	Safety Concern
1	08/10/2023	PHK	Adults	5533 Hunington Dr. N, Los Angeles, CA 90032	Noncompliance	Inappropriate Behavior
1	08/10/2023	Crisis	Families	8501 S. San Pedro St., Los Angeles, CA 90003	Assault to Staff - Physical	Property Damage
1	08/09/2023	Inside Safe	Adults	7132 De Soto Ave., Canoga Park, CA 91303	Weapons	Threats of Violence
1	08/09/2023	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Threats of Violence	Police Involvement
1	08/09/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Termination
1	08/09/2023	Crisis	Adults	1400 E. Mission, Pomona, CA 91768	Noncompliance	Threats of Violence
1	08/08/2023	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Trespassing	Threats of Violence
1	08/08/2023	Bridge	Adults	543 Crocker St., Los Angeles, CA 90013	Assault to Client - Physical	Termination
1	08/07/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Safety Concern
1	08/07/2023	Tiny Home	Adults	401 S. Arroyo Seco pkwy, Los Angeles, CA 90042	Assault to Client - Physical	Termination
1	08/06/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Threats of Violence	Termination
1	08/05/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Noncompliance	Threats of Violence
1	08/05/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Assault to Client - Physical	Inappropriate Behavior
1	08/05/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Assault to Client - Physical	Inappropriate Behavior
1	08/04/2023	Bridge Roadmap	Adults	1328 W. Slauson Ave., Los Angeles, CA 90044	Threats of Violence	Theft
1	08/04/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Noncompliance	Inappropriate Behavior
1	08/04/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Inappropriate Behavior	Police Involvement
1	08/03/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Contraband	Weapons
1	08/03/2023	Crisis	Adults	566 S SAN PEDRO, Los Angeles, CA 90013	Assault to Client - Sexual	Harassment - Sexual
1	08/02/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Safety Concern
1	08/02/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Safety Concern	Contraband
1	08/02/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Property Damage	Fire or Fire Alarm
1	08/02/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Property Damage	Noncompliance
1	08/02/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Substance Abuse
1	08/02/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Assault to Client - Physical	Inappropriate Behavior
1	08/01/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Inappropriate Behavior
1	08/01/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Termination
1	08/01/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Theft	Contraband
1	08/01/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Theft	Termination
1	08/01/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Safety Concern	Bodily Injury
1	08/01/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Safety Concern	Harassment - Physical
1	08/01/2023	Bridge Roadmap	Adults	8770 S. Broadway, Los Angeles, CA 90003	Assault to Staff - Physical	Inappropriate Behavior
1	08/01/2023	Bridge Roadmap	Adults	8770 S. Broadway, Los Angeles, CA 90003	Assault to Staff - Physical	Inappropriate Behavior
1	07/31/2023	Bridge	Adults	407 N. Beacon St., San Pedro, CA 90731	Termination	Assault to Staff - Physical
1	07/31/2023	Bridge	Adults	13160 Raymer St., North Hollywood, CA 91605	Assault to Client - Physical	Theft
1	07/30/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Inappropriate Behavior	Theft
1	07/30/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Assault to Client - Physical	Safety Concern
1	07/29/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Weapons	Threats of Violence
1	07/29/2023	PHK	Adults	7432 Reseda Blvd., Reseda, CA 91335	Inappropriate Behavior	Property Damage
1	07/29/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Contraband
1	07/28/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Noncompliance	Inappropriate Behavior
1	07/28/2023	Bridge Roadmap	Adults	8770 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Assault to Staff - Physical
1	07/28/2023	Crisis	Adults	1400 E Mission Blvd., Pomona, CA 91766	Assault to Client - Physical	Bodily Injury
1	07/28/2023	Bridge	Adults	12426 Whittier Boulevard, Whittier, CA 90602	Assault to Client - Physical	Termination
1	07/27/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Noncompliance	Inappropriate Behavior
1	07/27/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Inappropriate Behavior	Property Damage
1	07/26/2023	Bridge	Adults	407 N. Beacon St., San Pedro, CA 90731	Theft	Threats of Violence
1	07/26/2023	Tiny Home	Adults	1455 N. Alvarado St, Los Angeles, CA 90026	Noncompliance	Assault to Staff - Physical

1	07/26/2023	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Inappropriate Behavior	Property Damage
1	07/26/2023	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Client - Physical	Property Damage
1	07/26/2023	Crisis	Adults	527 Crocker Street, Los Angeles, CA 90013	Assault to Client - Physical	Weapons
1	07/26/2023	Crisis	Adults	527 Crocker Street, Los Angeles, CA 90013	Assault to Client - Physical	Weapons
1	07/25/2023	Tiny Home	Adults	12550 Satcoy St., North Hollywood, CA 91605	Weapons	Threats of Violence
1	07/25/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Staff Issues	Safety Concern
1	07/25/2023	Tiny Home	Adults	12550 Satcoy St., North Hollywood, CA 91605	Assault to Client - Physical	Bodily Injury
1	07/24/2023	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Threats of Violence	Contraband
1	07/24/2023	Inside Safe	Adults	233 N. Avalon Blvd., Wilimington, CA 90744	Threats of Violence	Noncompliance
1	07/23/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Safety Concern	Noncompliance
1	07/23/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Inappropriate Behavior	Noncompliance
1	07/23/2023	Crisis	Adults	5600 Rickenbacker Rd., Bell, CA 90201	Assault to Client - Physical	Bodily Injury
1	07/23/2023	Bridge Roadmap	Adults	8768 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Theft
1	07/23/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Assault to Client - Physical	Weapons
1	07/22/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Threats of Violence	Weapons
1	07/22/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Theft	Property Damage
1	07/22/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Property Damage	Termination
1	07/22/2023	Crisis	Families	825 E. Orange Grove Blvd., Pasadena, CA 91104	Inappropriate Behavior	Police Involvement
1	07/21/2023	PHK	Families	20157 Ventura Blvd., Woodland Hills, CA 91364	Threats of Violence	Safety Concern
1	07/20/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Threats of Violence	Termination
1	07/20/2023	PHK	Adults	5533 N. Huntington Dr., Los Angeles, CA 90032	Noncompliance	Inappropriate Behavior
1	07/19/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Inappropriate Behavior	Contraband
1	07/17/2023	PHK	Adults	5533 N. Huntington Dr., Los Angeles, CA 90032	Property Damage	Contraband
1	07/17/2023	Bridge	Adults	231 Winston St., Los Angeles, CA 90013	Assault to Client - Physical	Inappropriate Behavior
1	07/16/2023	Inside Safe	Adults	333 S. Figueroa St., Los Angeles, CA 90071	Fire or Fire Alarm	Property Damage
1	07/16/2023	Bridge	Adults	2817 S Hope St, Los Angeles, CA 90007	Assault to Staff - Physical	Assault to Client - Physical
1	07/16/2023	Bridge	Adults	2817 S Hope St, Los Angeles, CA 90007	Assault to Staff - Physical	Threats of Violence
1	07/15/2023	Bridge	Adults	20264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Inappropriate Behavior
1	07/14/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Threats of Violence	Safety Concern
1	07/14/2023	Bridge Roadmap	Adults	1904 Bailey St., Los Angeles, CA 90033	Threats of Violence	Substance Abuse
1	07/14/2023	PHK	Adults	21603 Devonshire Street, Chatsworth, CA 91311	Contraband	Noncompliance
1	07/13/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Weapons	Contraband
1	07/13/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Weapons	Safety Concern
1	07/13/2023	Bridge	Adults	2817 S Hope St, Los Angeles, CA 90007	Threats of Violence	Inappropriate Behavior
1	07/13/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Termination
1	07/13/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	07/13/2023	Bridge	Adults	231 Winston St., Los Angeles, CA 90013	Assault to Client - Physical	Termination
1	07/12/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Trespassing	Inappropriate Behavior
1	07/12/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Inappropriate Behavior	Harassment - Sexual
1	07/12/2023	Inside Safe	Adults	333 S. Figueroa St., Los Angeles, CA 90071	Inappropriate Behavior	Property Damage
1	07/12/2023	Inside Safe	Adults	333 S. Figueroa St., Los Angeles, CA 90071	Fire or Fire Alarm	Property Damage
1	07/12/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Inappropriate Behavior
1	07/12/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Substance Abuse
1	07/12/2023	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Assault to Staff - Physical	Termination
1	07/11/2023	Bridge Roadmap	Adults	8768 S. Broadway, Los Angeles, CA 90003	Trespassing	Noncompliance
1	07/10/2023	Crisis	Families	12841 Washington Boulevard, Culver City, CA 90066	Safety Concern	Inappropriate Behavior
1	07/08/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Theft	Termination
1	07/08/2023	Bridge	Adults	828 Eubanks Ave., Wilmington, CA 90744	Harassment - Physical	Threats of Violence
1	07/08/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Assault to Client - Physical	Weapons
1	07/08/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Assault to Client - Physical	Weapons
1	07/07/2023	Bridge	Adults	2817 S hope St., Los Angeles, CA 90007	Weapons	Threats of Violence

1	07/06/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Weapons	Contraband
1	07/06/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Property Damage	Termination
1	07/04/2023	Bridge	Adults	13160 Raymer St., North Hollywood, CA 91605	Threats of Violence	Weapons
1	07/04/2023	Bridge	Adults	14333 Aetna St., Van Nuys, CA 91401	Noncompliance	Assault to Client - Physical
1	07/04/2023	Bridge	Adults	3910 Walton Ave, Los Angeles, CA 90037	Harassment - Sexual	Assault to Staff - Physical
1	07/03/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Threats of Violence	Safety Concern
1	07/03/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Safety Concern	Bodily Injury
1	07/02/2023	Bridge	Adults	231 Winston St., Los Angeles, CA 90013	Termination	Assault to Staff - Physical
1	07/02/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Inappropriate Behavior	Noncompliance
1	07/01/2023	Bridge	Adults	12426 Whittier Blvd., Whittier, CA 90602	Threats of Violence	Termination
1	07/01/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Safety Concern	Trespassing
1	07/01/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Noncompliance	Inappropriate Behavior
1	07/01/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Noncompliance	Threats of Violence
1	06/30/2023	Bridge	Families	12860 Arroyo St., Sylmar, CA 91342	Threats of Violence	Inappropriate Behavior
1	06/30/2023	Bridge	Adults	1645 Pacific Coast Highway, Harbor City, CA 90710	Termination	Weapons
1	06/30/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Assault to Staff - Sexual	Harassment - Sexual
1	06/29/2023	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Threats of Violence	Weapons
1	06/29/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Fire or Fire Alarm
1	06/28/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Threats of Violence	Police Involvement
1	06/28/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Harassment - Sexual	Inappropriate Behavior
1	06/28/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	06/28/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Contraband	Termination
1	06/28/2023	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Client - Physical	Bodily Injury
1	06/27/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Fire or Fire Alarm	Property Damage
1	06/27/2023	Bridge	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Assault to Client - Physical	Safety Concern
1	06/26/2023	Tiny Home	Adults	6099 Laurel Canyon blvd., North Hollywood, CA 91606	Property Damage	Police Involvement
1	06/26/2023	Bridge Roadmap	Adults	Location: Down the street from Trebek Center Parthenia	Inappropriate Behavior	Police Involvement
1	06/26/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	06/26/2023	Bridge	Adults	333 N. Grand St., Los Angeles, CA 90071	Assault to Client - Physical	Termination
1	06/24/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Inappropriate Behavior
1	06/24/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Property Damage	Inappropriate Behavior
1	06/24/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Assault to Staff - Physical	Inappropriate Behavior
1	06/23/2023	Crisis	Families	4732 Lennox Blvd, Inglewood, CA 90304	Threats of Violence	Safety Concern
1	06/22/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Property Damage	Termination
1	06/22/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Inappropriate Behavior	Safety Concern
1	06/21/2023	Bridge	Adults	1400 E. Mission Blvd., Pomona, CA 91766	Threats of Violence	Safety Concern
1	06/21/2023	Tiny Home	Adults	12550 West Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	06/21/2023	Tiny Home	Adults	12550 West Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	06/21/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Contraband	Inappropriate Behavior
1	06/21/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Contraband	Noncompliance
1	06/20/2023	PHK	Adults	5350 Huntington Dr. S, Los Angeles, CA 90032	Threats of Violence	Noncompliance
1	06/20/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	06/20/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Assault to Client - Physical	Termination
1	06/19/2023	Bridge	Adults	18140 Parthenia Ave., Northridge, CA 91325	Assault to Staff - Physical	Threats of Violence
1	06/17/2023	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Property Damage	Noncompliance
1	06/16/2023	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Property Damage	Noncompliance
1	06/14/2023	Bridge	Adults	828 Eubanks Ave., Wilmington, CA 90744	Weapons	Assault to Client - Physical
1	06/14/2023	PHK	Adults	5533 Huntington Dr. N, Los Angeles, CA 90032	Threats of Violence	Termination
1	06/14/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Fire or Fire Alarm	Substance Abuse
1	06/14/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	06/14/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Fire or Fire Alarm	Termination

1	06/14/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	06/13/2023	Bridge	Adults	407 N. Beacon St., San Pedro, CA 90731	Threats of Violence	Contraband
1	06/13/2023	Bridge	Adults	5100 S. Central Ave., Los Angeles, CA 90011	Property Damage	Inappropriate Behavior
1	06/13/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Assault to Client - Physical	Threats of Violence
1	06/12/2023	Tiny Home	Adults	12550 West Saticoy St., North Hollywood, CA 91605	Termination	Fire or Fire Alarm
1	06/12/2023	Bridge Roadmap	Adults	18140 Parthenia Ave., Northridge, CA 91325	Noncompliance	Police Involvement
1	06/12/2023	Crisis	Adults	1400 E. Mission Blvd., Pomona, CA 91766	Assault to Staff - Physical	Police Involvement
1	06/11/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Noncompliance	Contraband
1	06/11/2023	Bridge	Adults	7621 Canoga Ave., Canoga Park, CA 91304	Assault to Client - Physical	Bodily Injury
1	06/10/2023	Tiny Home	Adults	1221 Figueroa Pl., Wilimington, CA 90744	Threats of Violence	Termination
1	06/10/2023	Crisis	Adults	543 Crocker St., Los Angeles, CA 90013	Threats of Violence	Weapons
1	06/09/2023	Tiny Home	Adults	2301 W 3rd St, Los Angeles, CA 90057	Threats of Violence	Police Involvement
1	06/09/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Weapons
1	06/09/2023	PHK	Adults	1710 W. 7th Street, Los Angeles, CA 90017	Assault to Client - Physical	Assault to Client - Sexual
1	06/09/2023	Bridge	Adults	711 N Alameda Ave, Los Angeles, CA 90012	Assault to Client - Physical	Threats of Violence
1	06/08/2023	Tiny Home	Adults	2301 W 3rd St., Los Angeles, CA 90057	Threats of Violence	Police Involvement
1	06/08/2023	Tiny Home	Adults	401 S ARROYO SECO Pkwy, Los Angeles, CA 90042	Property Damage	Termination
1	06/08/2023	Bridge	Adults	3210 Riverside Drive, Los Angeles, CA 90027	Property Damage	Threats of Violence
1	06/08/2023	Crisis	Adults	1400 E. Mission Blvd, Pomona, CA 91766	Assault to Client - Physical	Inappropriate Behavior
1	06/08/2023	Tiny Home	Adults	2301 W 3rd St., Los Angeles, CA 90057	Assault to Client - Physical	Safety Concern
1	06/08/2023	Bridge	Adults	12426 Whittier Blvd., Whittier, CA 90602	Assault to Client - Physical	Termination
1	06/06/2023	Crisis	Families	825 E. Orange Grove Blvd., Pasadena, CA 91104	Trespassing	Harassment - Physical
1	06/06/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Theft	Substance Abuse
1	06/06/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Theft	Substance Abuse
1	06/06/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Safety Concern	Assault to Client - Physical
1	06/06/2023	Bridge Roadmap	Adults	8770 S. Broadway, Los Angeles, CA 90003	Police Involvement	Safety Concern
1	06/06/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Fire or Fire Alarm	Noncompliance
1	06/06/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Fire or Fire Alarm	Noncompliance
1	06/05/2023	Bridge	Adults	828 Eubanks Ave., Wilmington, CA 90744	Trespassing	Threats of Violence
1	06/05/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Threats of Violence	Inappropriate Behavior
1	06/05/2023	PHK	Adults	5533 Huntington Dr N., Los Angeles, CA 90032	Threats of Violence	Police Involvement
1	06/05/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Theft	Termination
1	06/05/2023	Crisis	Adults	1400 E. Mission Blvd, Pomona, CA 91766	Theft	Threats of Violence
1	06/05/2023	Crisis	Families	44131 Sierra Hwy, Lancaster, CA 93534	Safety Concern	Threats of Violence
1	06/04/2023	PHK	Adults	5533 Huntington Dr. N, Los Angeles, CA 90032	Inappropriate Behavior	Trespassing
1	06/03/2023	Bridge Roadmap	Adults	1904 Baily St., Los Angeles, CA 90033	Noncompliance	Safety Concern
1	06/03/2023	Tiny Home	Adults	2301 W 3rd St., Los Angeles, CA 90057	Noncompliance	Threats of Violence
1	06/03/2023	Bridge Roadmap	Adults	1060 N. Vignes Street, Los Angeles, CA 90012	Assault to Client - Physical	Police Involvement
1	06/02/2023	Bridge	Adults	1123 W 7th St., Los Angeles, CA 90017	Threats of Violence	Property Damage
1	06/02/2023	Crisis	Adults	1400 E. Mission Blvd, Pomona, CA 91766	Threats of Violence	Termination
1	06/02/2023	Bridge	Adults	407 N. Beacon St., San Pedro, CA 90731	Contraband	Weapons
1	06/01/2023	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Theft	Noncompliance
1	06/01/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Inappropriate Behavior	Threats of Violence
1	06/01/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	05/31/2023	Tiny Home	Adults	12550 West Saticoy St., North Hollywood, CA 91605	Threats of Violence	Assault to Client - Physical
1	05/31/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	05/31/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	05/31/2023	Tiny Home	Adults	401 S. Arroyo Parkway, Los Angeles, CA 90042	Fire or Fire Alarm	Property Damage
1	05/31/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	05/31/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	05/31/2023	Bridge Roadmap	Adults	1904 Baily St., Los Angeles, CA 90033	Contraband	Substance Abuse

1	05/31/2023	Bridge	Adults	45260 32nd St West, Lancaster, CA 93536	Assault to Staff - Physical	Police Involvement
1	05/30/2023	Crisis	Adults	1400 E. Mission Blvd, Pomona, CA 91766	Trespassing	Police Involvement
1	05/30/2023	Tiny Home	Adults	401 S. Arroyo Parkway, Los Angeles, CA 90042	Theft	Property Damage
1	05/30/2023	Tiny Home	Adults	401 S. Arroyo Parkway, Los Angeles, CA 90042	Theft	Property Damage
1	05/30/2023	Tiny Home	Adults	401 S. Parkway, Los Angeles, CA 90042	Theft	Property Damage
1	05/29/2023	Bridge	Adults	1123 W. 7th Street, Los Angeles, CA 90017	Threats of Violence	Termination
1	05/29/2023	PHK	Adults	21603 Devonshire Street, Chatsworth, CA 91311	Noncompliance	Threats of Violence
1	05/29/2023	Tiny Home	Adults	12550 West Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	05/29/2023	Tiny Home	Adults	12550 West Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	05/29/2023	Bridge	Adults	1123 W. 7th Street, Los Angeles, CA 90017	Assault to Staff - Physical	Threats of Violence
1	05/28/2023	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Theft	Termination
1	05/27/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91606	Weapons	Trespassing
1	05/27/2023	Bridge	Adults	1123 W. 7th Street, Los Angeles, CA 90017	Threats of Violence	Inappropriate Behavior
1	05/27/2023	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Noncompliance	Threats of Violence
1	05/27/2023	Bridge	Adults	1904 Baily St., Los Angeles, CA 90033	Fire or Fire Alarm	Property Damage
1	05/27/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Fire or Fire Alarm	Property Damage
1	05/26/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Threats of Violence	Inappropriate Behavior
1	05/26/2023	PHK	Adults	21603 Devonshire Street, Chatsworth, CA 91311	Safety Concern	Noncompliance
1	05/25/2023	Bridge	Adults	3804 Broadway Pl. Los Angeles, CA 90037	Theft	Assault to Client - Physical
1	05/25/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Contraband	Noncompliance
1	05/25/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Contraband	Threats of Violence
1	05/25/2023	Bridge	Adults	231 Winston St., Los Angeles, CA 90013	Assault to Staff - Sexual	Termination
1	05/24/2023	Bridge	Adults	3804 Broadway Pl. Los Angeles, CA 90037	Weapons	Assault to Client - Physical
1	05/24/2023	Bridge	Adults	3804 Broadway Pl. Los Angeles, CA 90037	Weapons	Threats of Violence
1	05/24/2023	Tiny Home	Adults	2301 W 3rd St., Los Angeles, CA 90057	Property Damage	Inappropriate Behavior
1	05/24/2023	PHK	Adults	1710 W. 7th Street, Los Angeles, CA 90017	Property Damage	Threats of Violence
1	05/24/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Assault to Staff - Physical	Threats of Violence
1	05/24/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Assault to Staff - Physical	Threats of Violence
1	05/24/2023	Bridge	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Client - Physical	Safety Concern
1	05/23/2023	Crisis	Families	Location: Confidential	Safety Concern	Property Damage
1	05/22/2023	Crisis	Families	1801 Lake Shore, Los Angeles, CA 90026	Threats of Violence	Police Involvement
1	05/22/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Termination
1	05/22/2023	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Theft	Termination
1	05/22/2023	Inside Safe	Adults	7132 De Soto Ave., Canoga Park, CA 91303	Property Damage	Police Involvement
1	05/22/2023	Tiny Home	Adults	6720 Vanalden St., Reseda, CA 91335	Assault to Staff - Physical	Inappropriate Behavior
1	05/21/2023	Bridge Roadmap	Adults	1328 W Slauson Ave., Los Angeles, CA 90044	Weapons	Safety Concern
1	05/21/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Trespassing
1	05/20/2023	Bridge	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Theft	Termination
1	05/20/2023	Bridge	Adults	5108 S. Central Ave., Los Angeles, CA 90011	Police Involvement	Termination
1	05/20/2023	Tiny Home	Adults	6720 Vanalden St., Reseda, CA 91335	Assault to Client - Physical	Termination
1	05/19/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91606	Weapons	Trespassing
1	05/19/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Property Damage	Theft
1	05/19/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Noncompliance	Threats of Violence
1	05/18/2023	PHK	Adults	253 South Hoover St., Los Angeles, CA 90004	Property Damage	Termination
1	05/17/2023	PHK	Adults	21603 Devonshire Street, Chatsworth, CA 91311	Noncompliance	Termination
1	05/17/2023	PHK	Adults	21603 Devonshire Street, Chatsworth, CA 91311	Noncompliance	Termination
1	05/17/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Inappropriate Behavior	Termination
1	05/17/2023	Tiny Home	Adults	6720 Vanalden Ave, Reseda, CA 91335	Contraband	Threats of Violence
1	05/16/2023	Bridge	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Threats of Violence	Safety Concern
1	05/16/2023	Tiny Home	Adults	401 S.Arroyo Parkway, Los Angeles, CA 90042	Fire or Fire Alarm	Contraband
1	05/16/2023	Bridge	Adults	310 N. Main street, Los Angeles, CA 90012	Assault to Client - Physical	Bodily Injury

1	05/15/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Property Damage	Threats of Violence
1	05/14/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Assault to Staff - Physical	Inappropriate Behavior
1	05/13/2023	Bridge	Adults	7702 Van Nuys Blvd., Panorama City, CA 91405	Threats of Violence	Police Involvement
1	05/12/2023	Bridge	Adults	12426 Whittier Blvd., Whittier, CA 90602	Threats of Violence	Police Involvement
1	05/12/2023	Crisis	Adults	1400 E. Mission Blvd., Pomona, CA 91766	Assault to Staff - Physical	Termination
1	05/10/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Trespassing	Threats of Violence
1	05/10/2023	Tiny Home	Adults	6099 Laurel Canyon, North Hollywood, CA 91606	Threats of Violence	Trespassing
1	05/10/2023	Tiny Home	Adults	6099 Laurel Canyon, North Hollywood, CA 91606	Noncompliance	Termination
1	05/10/2023	Bridge	Adults	7047 Franklin Ave., Los Angeles, CA 90028	Assault to Staff - Physical	Police Involvement
1	05/09/2023	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Threats of Violence	Termination
1	05/08/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Contraband	Threats of Violence
1	05/07/2023	Tiny Home	Adults	9710 San Fernando, Sun Valley, CA 91352	Threats of Violence	Contraband
1	05/07/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Property Damage
1	05/06/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Police Involvement	Inappropriate Behavior
1	05/06/2023	Bridge	Adults	7th St. and Towne Ave.	Assault to Client - Physical	Bodily Injury
1	05/05/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Weapons	Termination
1	05/05/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Termination
1	05/05/2023	Bridge	Adults	7621 Canoga Ave., Canoga Park, CA 91304	Inappropriate Behavior	Threats of Violence
1	05/04/2023	Inside Safe	Adults	7132 De Soto Ave., Canoga Park, CA 91303	Threats of Violence	Police Involvement
1	05/04/2023	Bridge	Adults	7816 Simpson Street, North Hollywood, CA 91605	Assault to Client - Physical	Bodily Injury
1	05/03/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Police Involvement
1	05/03/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Threats of Violence	Termination
1	05/03/2023	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Threats of Violence	Weapons
1	05/03/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	05/03/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Assault to Client - Physical	Termination
1	05/02/2023	PHK	Adults	1172 S. 7th St., Hacienda Heights, CA 91745	Theft	Police Involvement
1	05/02/2023	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Property Damage	Fire or Fire Alarm
1	05/02/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Noncompliance
1	05/02/2023	PHK	Adults	7432 Reseda Blvd., Reseda, CA 91335	Assault to Client - Physical	Assault to Staff - Physical
1	05/02/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Assault to Client - Physical	Termination
1	05/01/2023	Bridge	Adults	7621 Canoga Ave., Canoga Park, CA 91304	Weapons	Threats of Violence
1	05/01/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Weapons	Threats of Violence
1	05/01/2023	Crisis	Adults	650 Westminster Ave C, Venice, CA 90291	Threats of Violence	Police Involvement
1	05/01/2023	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Threats of Violence	Weapons
1	05/01/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Property Damage	Termination
1	05/01/2023	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Inappropriate Behavior	Police Involvement
1	05/01/2023	Bridge	Adults	10264 Barteo Ave, Pacoima, CA 91331	Assault to Staff - Physical	Property Damage
1	05/01/2023	Bridge	Adults	3210 Riverside Drive, Los Angeles, CA 90027	Assault to Client - Physical	Bodily Injury
1	05/01/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Assault to Client - Physical	Termination
1	04/30/2023	Crisis	Adults	1718 W. Vernon Ave., Los Angeles, CA 90062	Threats of Violence	Safety Concern
1	04/30/2023	PHK	Adults	5350 Huntington Dr. S, Los Angeles, CA 90032	Noncompliance	Contraband
1	04/30/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Inappropriate Behavior	Threats of Violence
1	04/29/2023	Bridge	Adults	18140 Parthenia St., Northridge, CA 91325	Weapons	Inappropriate Behavior
1	04/29/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Threats of Violence	Substance Abuse
1	04/29/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Threats of Violence	Termination
1	04/29/2023	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Police Involvement	Safety Concern
1	04/29/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Termination
1	04/29/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Assault to Staff - Sexual	Termination
1	04/29/2023	Crisis	Adults	1447 6th St., Santa Monica, CA 90404	Assault to Staff - Physical	Assault to Client - Physical
1	04/28/2023	PHK	Adults	7432 Reseda Blvd., Reseda, CA 91335	Police Involvement	Threats of Violence
1	04/28/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Fire or Fire Alarm	Property Damage

1	04/28/2023	PHK	Adults	7432 Reseda Blvd., Reseda, CA 91335	Contraband	Threats of Violence
1	04/28/2023	Crisis	Adults	515 E. 6th St., Los Angeles, CA 90021	Assault to Client - Physical	Bodily Injury
1	04/27/2023	Crisis	Families	2412 W 48th St, Los Angeles, CA 90043	Weapons	Theft
1	04/27/2023	PHK	Adults	5533 Huntington Dr N., Los Angeles, CA 90032	Staff Issues	Police Involvement
1	04/27/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Fire or Fire Alarm	Contraband
1	04/27/2023	Bridge	Adults	8701 S. Broadway Blvd., Los Angeles, CA 90003	Assault to Client - Physical	Termination
1	04/27/2023	Bridge Roadmap	Adults	8701 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Termination
1	04/26/2023	Tiny Home	Adults	6099 Laurel Canyon Rd., North Hollywood, CA 91606	Assault to Staff - Physical	Termination
1	04/26/2023	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Assault to Client - Physical	Trespassing
1	04/25/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Weapons	Contraband
1	04/25/2023	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Threats of Violence	Noncompliance
1	04/25/2023	Bridge	Adults	3804 Broadway Pl, Los Angeles, CA 90037	Inappropriate Behavior	Trespassing
1	04/25/2023	Tiny Home	Adults	12550 West Saticoy St., North Hollywood, CA 91605	Assault to Staff - Sexual	Safety Concern
1	04/24/2023	Bridge	Adults	8701 S. Broadway Ave., Los Angeles, CA 90003	Threats of Violence	Inappropriate Behavior
1	04/24/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Contraband	Fire or Fire Alarm
1	04/23/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Threats of Violence	Inappropriate Behavior
1	04/23/2023	Tiny Home	Adults	6099 Laurel Canyon Rd., North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	04/23/2023	Tiny Home	Adults	6099 Laurel Canyon Rd., North Hollywood, CA 91606	Assault to Client - Physical	Threats of Violence
1	04/22/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Inappropriate Behavior
1	04/21/2023	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Threats of Violence	Police Involvement
1	04/21/2023	Crisis	Families	14926 Kittridge St, Van Nuys, CA 91405	Safety Concern	Trespassing
1	04/20/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	Harassment - Sexual
1	04/19/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Inappropriate Behavior	Noncompliance
1	04/19/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Noncompliance
1	04/19/2023	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Assault to Staff - Physical	Trespassing
1	04/18/2023	PHK	Adults	21603 Devonshire Ave., Chatsworth, CA 91311	Weapons	Contraband
1	04/18/2023	PHK	Adults	1710 W. 7th Street, Los Angeles, CA 90017	Threats of Violence	Noncompliance
1	04/18/2023	PHK	Adults	1710 W. 7th Street, Los Angeles, CA 90017	Threats of Violence	Police Involvement
1	04/18/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Termination
1	04/18/2023	Tiny Home	Adults	6099 Laurel Canyon Rd., North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	04/18/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Contraband	Fire or Fire Alarm
1	04/18/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Assault to Client - Physical	Termination
1	04/18/2023	Bridge	Adults	10264 Rincon Ave., Pacima, CA 91331	Assault to Client - Physical	Weapons
1	04/18/2023	Bridge	Adults	10264 Rincon Ave., Pacima, CA 91331	Assault to Client - Physical	Weapons
1	04/18/2023	Bridge	Adults	10264 Rincon Ave., Pacima, CA 91331	Assault to Client - Physical	Weapons
1	04/17/2023	Tiny Home	Adults	6099 Laurel Canyon, North Hollywood, CA 91602	Property Damage	Termination
1	04/16/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Threats of Violence	Trespassing
1	04/16/2023	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Harassment - Sexual	Termination
1	04/15/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Inappropriate Behavior
1	04/15/2023	Crisis	Adults	566 S. San Pedro St. 2nd Flr., room #290, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	04/14/2023	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Trespassing	Threats of Violence
1	04/14/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	04/14/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	04/14/2023	Tiny Home	Adults	6099 Laurel Canyon, North Hollywood, CA 91602	Fire or Fire Alarm	Termination
1	04/14/2023	Bridge	Adults	3804 Broadway Place, Los Angeles, CA 90037	Assault to Staff - Physical	Assault to Client - Physical
1	04/14/2023	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Assault to Client - Physical	Termination
1	04/14/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Assault to Client - Physical	Theft
1	04/13/2023	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Harassment - Sexual	Termination
1	04/12/2023	Bridge	Adults	18140 Parthenia St., Northridge, CA 91325	Trespassing	Safety Concern
1	04/12/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Threats of Violence	Inappropriate Behavior
1	04/12/2023	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Noncompliance	Safety Concern

1	04/12/2023	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Noncompliance	Safety Concern
1	04/11/2023	PHK	Adults	5533 Huntington Dr. N., Los Angeles, CA 90032	Trespassing	Termination
1	04/11/2023	Bridge	Adults	668 S Hoover St, Los Angeles, CA 90005	Theft	Threats of Violence
1	04/11/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Fire or Fire Alarm	Contraband
1	04/11/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Assault to Client - Physical	Termination
1	04/09/2023	PHK	Adults	1710 W. 7th St., Los Angeles, CA 90017	Weapons	Threats of Violence
1	04/09/2023	Bridge	Adults	7621 Canoga Ave., Canoga Park, CA 91316	Police Involvement	Theft
1	04/09/2023	Bridge	Adults	7702 Van Nuys Blvd., Panorama City, CA 91405	Inappropriate Behavior	Property Damage
1	04/09/2023	Crisis	Adults	207 N. Breed, Los Angeles, CA 90033	Fire or Fire Alarm	Threats of Violence
1	04/09/2023	Bridge	Adults	3210 Riverside Dr., Los Angeles, CA 90027	Assault to Staff - Physical	Termination
1	04/08/2023	Crisis	Adults	1400 E. Mission Blvd, Pomona, CA 91766	Threats of Violence	Termination
1	04/07/2023	PHK	Adults	5350 Huntington Dr S., Los Angeles, CA 90032	Property Damage	Threats of Violence
1	04/07/2023	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Assault to Client - Physical	Police Involvement
1	04/06/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Inappropriate Behavior	Noncompliance
1	04/06/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Contraband	Noncompliance
1	04/05/2023	Tiny Home	Adults	104 S. Arroyo Seco Pkwy, Los Angeles, CA 90042	Property Damage	Termination
1	04/05/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Fire or Fire Alarm	Safety Concern
1	04/05/2023	PHK	Adults	21603 Devonshire Street, Chatworth, CA 91311	Contraband	Weapons
1	04/05/2023	Bridge	Adults	1328 W Slauson Ave, Los Angeles, CA 90044	Assault to Client - Physical	Inappropriate Behavior
1	04/04/2023	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Weapons	Fire or Fire Alarm
1	04/03/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Weapons	Safety Concern
1	04/03/2023	PHK	Adults	21603 Devonshire Street, Chatworth, CA 91311	Theft	Termination
1	04/03/2023	Bridge	Adults	2817 S. Hopt St., Los Angeles, CA 90047	Safety Concern	Harassment - Sexual
1	04/03/2023	Bridge	Adults	543 Crocker St., Los Angeles, CA 90013	Assault to Client - Physical	Inappropriate Behavior
1	04/03/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Assault to Client - Physical	Police Involvement
1	04/02/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Property Damage	Theft
1	04/02/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Police Involvement	Assault to Client - Physical
1	04/02/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Fire or Fire Alarm	Property Damage
1	04/02/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Fire or Fire Alarm	Property Damage
1	04/02/2023	Bridge	Adults	1060 N. Vignes Street, Los Angeles, CA 90012	Assault to Staff - Physical	Threats of Violence
1	04/01/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Property Damage	Trespassing
1	04/01/2023	Inside Safe	Adults	8333 N. Glenoaks Blvd., Sun Valley, CA 91352	Inappropriate Behavior	Harassment - Sexual
1	04/01/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 90013	Harassment - Physical	Inappropriate Behavior
1	04/01/2023	Bridge	Adults	7702 Van Nuys Blvd, Panorama, CA 91405	Assault to Client - Physical	Termination
1	04/01/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 90013	Assault to Client - Physical	Termination
1	03/31/2023	Tiny Home	Adults	2301 W 3rd St, Los Angeles, CA 90057	Assault to Client - Physical	Safety Concern
1	03/30/2023	PHK	Adults	21603 Devonshire Street, Chatworth, CA 91311	Property Damage	Bodily Injury
1	03/29/2023	Crisis	Adults	6814 S. Avalon Blvd., Los Angeles, CA 90003	Threats of Violence	Termination
1	03/29/2023	Inside Safe	Adults	7132 De Soto Ave, Canoga, CA 91303	Threats of Violence	Weapons
1	03/29/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Inappropriate Behavior	Threats of Violence
1	03/29/2023	Tiny Home	Adults	18616 Topham St, Reseda, CA 91335	Fire or Fire Alarm	Noncompliance
1	03/29/2023	Tiny Home	Adults	18616 Topham St, Reseda, CA 91335	Fire or Fire Alarm	Noncompliance
1	03/29/2023	PHK	Adults	1710 W. 7th Street, Los Angeles, CA 90017	Assault to Client - Physical	Termination
1	03/29/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Assault to Client - Physical	Threats of Violence
1	03/28/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Weapons	Police Involvement
1	03/28/2023	Tiny Home	Adults	11471 W. Chandler Blvd, North Hollywood, CA 91605	Threats of Violence	Assault to Client - Physical
1	03/28/2023	Tiny Home	Adults	5945 Arroyo Dr. Los Angeles, CA 90042	Property Damage	Fire or Fire Alarm
1	03/28/2023	Tiny Home	Adults	5945 Arroyo Dr. Los Angeles, CA 90042	Harassment - Sexual	Property Damage
1	03/28/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	03/28/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Property Damage
1	03/28/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Fire or Fire Alarm	Termination

1	03/28/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	03/28/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	03/28/2023	Tiny Home	Adults	6099 Laurel Canyon Rd., North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	03/28/2023	Tiny Home	Adults	6099 Laurel Canyon Rd., North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	03/28/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Assault to Client - Physical	Inappropriate Behavior
1	03/27/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Threats of Violence	Property Damage
1	03/27/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Theft	Property Damage
1	03/27/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	03/27/2023	Bridge	Adults	2817 S Hope St, Los Angeles, CA 90007	Contraband	Inappropriate Behavior
1	03/26/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Threats of Violence	Termination
1	03/26/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Inappropriate Behavior	Threats of Violence
1	03/25/2023	Bridge	Adults	5100 S. Central Ave, Los Angeles, CA 90011	Assault to Staff - Physical	Termination
1	03/25/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Assault to Client - Physical	Property Damage
1	03/25/2023	Bridge	Adults	5100 S. Central Ave, Los Angeles, CA 90011	Assault to Client - Physical	Termination
1	03/24/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Assault to Staff - Physical	Threats of Violence
1	03/23/2023	Crisis	Adults	1400 E. Mission, Pomona, CA 91766	Threats of Violence	Police Involvement
1	03/23/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Inappropriate Behavior	Contraband
1	03/22/2023	PHK	Adults	1172 S. 7th Avenue, Hacienda Heights, CA 91745	Weapons	Threats of Violence
1	03/22/2023	Bridge	Adults	1403 N Gardner St., Los Angeles, CA 90012	Threats of Violence	Harassment - Physical
1	03/22/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Police Involvement
1	03/22/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Fire or Fire Alarm	Property Damage
1	03/22/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd., North Hollywood, CA 91606	Fire or Fire Alarm	Termination
1	03/22/2023	Tiny Home	Adults	2301 W.3rd St., Los Angeles, CA 90057	Assault to Client - Physical	Assault to Staff - Physical
1	03/21/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Contraband
1	03/21/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Contraband	Substance Abuse
1	03/21/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Contraband	Substance Abuse
1	03/21/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Contraband	Substance Abuse
1	03/21/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Contraband	Termination
1	03/20/2023	Bridge	Adults	2817 S. Hope, Los Angeles, CA 90007	Threats of Violence	Termination
1	03/20/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Inappropriate Behavior	Threats of Violence
1	03/20/2023	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	03/20/2023	Tiny Home	Adults	11471 Chandler Blvd, North Hollywood, CA 91601	Assault to Client - Sexual	Police Involvement
1	03/19/2023	Bridge	Adults	7816 Simpson Avenue, North Hollywood, CA 91605	Weapons	Assault to Client - Physical
1	03/19/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Threats of Violence	Safety Concern
1	03/19/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Termination
1	03/19/2023	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Assault to Staff - Sexual	Threats of Violence
1	03/18/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Weapons	Assault to Client - Physical
1	03/18/2023	Bridge	Adults	Site address not provided	Weapons	Threats of Violence
1	03/18/2023	Bridge	Adults	7702 Van Nuys Blvd, Panorama, CA 91405	Trespassing	Police Involvement
1	03/18/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 90042	Trespassing	Police Involvement
1	03/18/2023	Bridge	Adults	7702 Van Nuys Blvd, Panorama, CA 91405	Trespassing	Threats of Violence
1	03/18/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Threats of Violence	Trespassing
1	03/18/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Threats of Violence	Trespassing
1	03/18/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Property Damage	Inappropriate Behavior
1	03/18/2023	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Assault to Client - Physical	Safety Concern
1	03/17/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Safety Concern
1	03/17/2023	Bridge	Adults	Site address not provided	Threats of Violence	Safety Concern
1	03/17/2023	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Property Damage	Termination
1	03/17/2023	Bridge	Adults	2817 S. Hope, Los Angeles, CA 90007	Contraband	Termination
1	03/16/2023	PHK	Adults	5533 Huntington Dr N, Los Angeles, CA 90032	Threats of Violence	Police Involvement
1	03/16/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Theft	Termination

1	03/16/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Theft	Termination
1	03/15/2023	Bridge	Adults	2316 E. Imperial Hwy, Los Angeles, CA 90059	Threats of Violence	Assault to Client - Physical
1	03/15/2023	Crisis	Adults	1400 Mission Blvd., Pomona, CA 91766	Threats of Violence	Termination
1	03/15/2023	Tiny Home	Adults	18616 Topman St, Tarzana, CA 91335	Threats of Violence	Trespassing
1	03/15/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Inappropriate Behavior	Trespassing
1	03/14/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Fire or Fire Alarm	Noncompliance
1	03/14/2023	Bridge	Adults	6909 Sepulveda BLVD., Van Nuys, CA 91405	Assault to Client - Physical	Termination
1	03/14/2023	Crisis	Families	2414 W 48th Street, Los Angeles, CA 90043	Assault to Client - Physical	Termination
1	03/13/2023	Bridge	Adults	5965 St. Andrews Place, Los Angeles, CA 90047	Weapons	Police Involvement
1	03/13/2023	Bridge	Adults	18140 Parthenia Ave., Northridge, CA 91325	Threats of Violence	Inappropriate Behavior
1	03/13/2023	Crisis	Families	45133 60th St. West, Lancaster, CA 93536	Threats of Violence	Property Damage
1	03/13/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Termination	Threats of Violence
1	03/12/2023	Crisis	Adults	566 S San Pedro st, Los Angeles, CA 90013	Threats of Violence	Safety Concern
1	03/12/2023	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91605	Staff Issues	Threats of Violence
1	03/12/2023	PHK	Adults	21603 Devonshire Street, Chatworth, CA 91311	Inappropriate Behavior	Threats of Violence
1	03/12/2023	Crisis	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	03/12/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Assault to Client - Physical	Termination
1	03/11/2023	Bridge	Adults	3210 Riverside Dr., Los Angeles, CA 90027	Threats of Violence	Safety Concern
1	03/11/2023	Crisis	Adults	6818 S. Avalon Blvd, Los Angeles, CA 90003	Assault to Staff - Physical	Threats of Violence
1	03/11/2023	Bridge Roadmap	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Assault to Client - Physical	Termination
1	03/10/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Weapons	Threats of Violence
1	03/10/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Fire or Fire Alarm	Property Damage
1	03/08/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Trespassing
1	03/08/2023	Bridge	Adults	7816 Simpson Avenue, North Hollywood, CA 91605	Inappropriate Behavior	Noncompliance
1	03/08/2023	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Fire or Fire Alarm	Noncompliance
1	03/08/2023	Bridge	Adults	2817 S. Hopt St., Los Angeles, CA 90007	Contraband	Termination
1	03/08/2023	Tiny Home	Adults	9710 San Fernando Rd., Sun Valley, CA 91352	Contraband	Weapons
1	03/08/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Assault to Client - Physical	Termination
1	03/07/2023	Tiny Home	Adults	401 S. Arroyo Parkway, Los Angeles, CA 90042	Inappropriate Behavior	Safety Concern
1	03/07/2023	Bridge	Adults	7047 Franklin Ave, Los Angeles, CA 90028	Assault to Staff - Physical	Assault to Client - Physical
1	03/07/2023	Bridge	Adults	7047 Franklin Ave, Los Angeles, CA 90028	Assault to Client - Physical	Assault to Staff - Physical
1	03/05/2023	Crisis	Families	825 E. Orange Grove Blvd., Pasadena, CA 91104	Trespassing	Police Involvement
1	03/04/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	Substance Abuse
1	03/03/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Inappropriate Behavior
1	03/02/2023	Crisis	Adults	3804 Broadway Pl, Los Angeles, CA 90037	Threats of Violence	Trespassing
1	03/02/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Termination
1	03/02/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Contraband	Weapons
1	03/02/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Contraband	Weapons
1	03/01/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Threats of Violence	Police Involvement
1	03/01/2023	Crisis	Adults	3804 Broadway Pl, Los Angeles, CA 90037	Threats of Violence	Termination
1	03/01/2023	Crisis	Adults	3804 Broadway Pl, Los Angeles, CA 90037	Inappropriate Behavior	Police Involvement
1	02/28/2023	Bridge	Adults	2817 S. Hope Ave., Los Angeles, CA 90007	Threats of Violence	Contraband
1	02/28/2023	Bridge	Adults	1328 W. Slauson Ave., Los Angeles, CA 90044	Threats of Violence	Termination
1	02/28/2023	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Inappropriate Behavior	Police Involvement
1	02/28/2023	Bridge	Adults	8701 S. Broadway Blvd., Los Angeles, CA 90003	Assault to Client - Sexual	Police Involvement
1	02/27/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Property Damage
1	02/27/2023	Bridge	Adults	2817 S Hope St, Los Angeles, CA 90007	Threats of Violence	Termination
1	02/27/2023	Bridge	Adults	2817 Hopt St., Los Angeles, CA 90007	Termination	Police Involvement
1	02/27/2023	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Termination	Property Damage
1	02/27/2023	Bridge	Adults	2817 S Hope St, Los Angeles, CA 90007	Assault to Staff - Physical	Termination
1	02/26/2023	Bridge	Adults	8701 S. Broadway Ave., Los Angeles, CA 90003	Threats of Violence	Termination

1	02/25/2023	Crisis	Families	11435 Whittier Blvd., Whittier, CA 90601	Threats of Violence	Weapons
1	02/25/2023	Tiny Home	Adults	12535 Encinitas Ave., Sylmar, CA 91342	Inappropriate Behavior	Assault to Client - Physical
1	02/25/2023	Crisis	Families	825 E Orange Grove, Pasadena, CA 91104	Harassment - Physical	Police Involvement
1	02/24/2023	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Threats of Violence	Inappropriate Behavior
1	02/24/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Fire or Fire Alarm	Noncompliance
1	02/23/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Inappropriate Behavior	Noncompliance
1	02/22/2023	PHK	Adults	1407 W. Adams Blvd., Los Angeles, CA 90016	Threats of Violence	Property Damage
1	02/21/2023	Bridge	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Threats of Violence	Termination
1	02/21/2023	Bridge	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Threats of Violence	Termination
1	02/21/2023	Bridge	Adults	566 S. San Pedro Street, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	02/21/2023	Bridge	Adults	566 S. San Pedro Street, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	02/21/2023	Bridge	Adults	566 S. San Pedro Street, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	02/21/2023	Bridge	Adults	566 S. San Pedro Street, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	02/20/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Threats of Violence	Contraband
1	02/20/2023	Crisis	Families	22455 Victory Blvd., West Hills, CA 91307	Theft	Inappropriate Behavior
1	02/20/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	02/20/2023	Bridge	Adults	8701 S Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Termination
1	02/16/2023	PHK	Adults	1172 S. 7th Avenue, Hacienda Heights, CA 91745	Staff Issues	Safety Concern
1	02/15/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Inappropriate Behavior	Noncompliance
1	02/15/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Inappropriate Behavior	Theft
1	02/15/2023	Bridge	Adults	8701 S. Broadway Blvd., Los Angeles, CA 90003	Assault to Client - Physical	Termination
1	02/14/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Property Damage	Fire or Fire Alarm
1	02/14/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Noncompliance	Trespassing
1	02/14/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Harassment - Sexual	Safety Concern
1	02/14/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	02/14/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	02/14/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Termination
1	02/14/2023	PHK	Adults	1172 S. 7th Avenue, Hacienda Heights, CA 91745	Contraband	Termination
1	02/14/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Assault to Client - Physical	Termination
1	02/13/2023	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91605	Inappropriate Behavior	Property Damage
1	02/12/2023	Tiny Home	Adults	401 S. Arroyo Seco Parkway. Los Angeles, 90042	Inappropriate Behavior	Contraband
1	02/12/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Fire or Fire Alarm	Substance Abuse
1	02/12/2023	Tiny Home	Adults	Location: Not provided	Contraband	Inappropriate Behavior
1	02/11/2023	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Threats of Violence	Police Involvement
1	02/11/2023	PHK	Adults	5350 Huntington Dr S, Los Angeles, CA 90032	Inappropriate Behavior	Police Involvement
1	02/11/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Inappropriate Behavior	Termination
1	02/11/2023	Tiny Home	Adults	401 S.Arroyo Seco Pkwy, Los Angeles, CA90042	Assault to Client - Physical	Police Involvement
1	02/10/2023	PHK	Adults	1172 S. 7th Ave, Hacienda Heights, CA 91745	Trespassing	Safety Concern
1	02/10/2023	Bridge	Adults	222 E. 25th St., Los Angeles, CA 90011	Trespassing	Threats of Violence
1	02/10/2023	PHK	Adults	253 South Hoover St, Los Angeles, CA 90004	Threats of Violence	Termination
1	02/09/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Termination
1	02/09/2023	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Threats of Violence	Trespassing
1	02/09/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Weapons
1	02/09/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Inappropriate Behavior
1	02/09/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Inappropriate Behavior
1	02/09/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Fire or Fire Alarm	Substance Abuse
1	02/08/2023	Bridge	Adults	12860 Arroyo St, Sylmar, CA 91342	Assault to Client - Physical	Safety Concern
1	02/07/2023	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Fire or Fire Alarm	Property Damage
1	02/06/2023	Bridge	Adults	8701 S. Broadway Ave, Los Angeles, CA 90003	Threats of Violence	Police Involvement
1	02/06/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Threats of Violence	Police Involvement
1	02/05/2023	Bridge	Adults	5941 Hollywood Blvd., Los Angeles, CA 90028	Threats of Violence	Police Involvement

1	02/05/2023	Bridge	Adults	5941 Hollywood Blvd., Los Angeles, CA 90028	Threats of Violence	Termination
1	02/05/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Theft	Inappropriate Behavior
1	02/05/2023	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Police Involvement	Inappropriate Behavior
1	02/05/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Assault to Staff - Physical	Inappropriate Behavior
1	02/04/2023	Bridge	Adults	12426 Whittier Blvd, Whittier, CA 90602	Theft	Property Damage
1	02/04/2023	Bridge	Adults	12426 Whittier Boulevard, Whittier, CA 90602	Theft	Property Damage
1	02/04/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Assault to Staff - Physical	Police Involvement
1	02/03/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Trespassing	Termination
1	02/03/2023	Bridge	Adults	45244 32nd St West, Lancaster, CA 93536	Safety Concern	Termination
1	02/03/2023	Bridge	Adults	8701 S. Broadway Ave, Los Angeles, CA 90003	Police Involvement	Assault to Client - Physical
1	02/02/2023	Bridge	Adults	3804 Broadway Pl. Los Angeles, CA 90037	Threats of Violence	Weapons
1	02/02/2023	Bridge	Adults	8701 Broadway, Los Angeles, CA 90003	Theft	Assault to Staff - Physical
1	02/02/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	02/02/2023	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Assault to Client - Physical	Police Involvement
1	02/01/2023	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Threats of Violence	Inappropriate Behavior
1	02/01/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Property Damage
1	02/01/2023	Bridge	Adults	13160 Raymer St, North Hollywood, CA 91605	Threats of Violence	Property Damage
1	02/01/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Property Damage	Fire or Fire Alarm
1	02/01/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Contraband	Fire or Fire Alarm
1	02/01/2023	Tiny Home	Adults	1455 N. Alvarado St, Los Angeles, CA 90026	Contraband	Termination
1	02/01/2023	Crisis	Adults	1400 E. Mission, Pomona, CA 91768	Assault to Staff - Physical	Termination
1	01/31/2023	Tiny Home	Adults	6720 Vanalden Ave, Reseda, CA 91335	Threats of Violence	Inappropriate Behavior
1	01/31/2023	Tiny Home	Adults	12550 Saticoy st, North Hollywood, CA 91605	Threats of Violence	Trespassing
1	01/31/2023	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Inappropriate Behavior	Noncompliance
1	01/31/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Assault to Client - Physical	Threats of Violence
1	01/30/2023	Tiny Home	Adults	12550 Saticoy st, North Hollywood, CA 91605	Assault to Client - Physical	Assault to Client - Sexual
1	01/30/2023	Crisis	Adults	Location: Bus Stop between Pine Street and Newhall Avenue	Assault to Client - Physical	Bodily Injury
1	01/29/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Trespassing	Police Involvement
1	01/29/2023	PHK	Adults	7432 Reseda Blvd, Reseda, CA 91335	Assault to Staff - Physical	Police Involvement
1	01/29/2023	Tiny Home	Adults	5945 Arroyo Dr. Los Angeles, CA 90042	Assault to Client - Physical	Bodily Injury
1	01/29/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Police Involvement
1	01/28/2023	Crisis	Adults	1400 E. Mission Ave, Pomona, CA 91766	Inappropriate Behavior	Threats of Violence
1	01/28/2023	Crisis	Adults	1400 E. Mission Ave, Pomona, CA 91766	Inappropriate Behavior	Threats of Violence
1	01/26/2023	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Trespassing	Noncompliance
1	01/26/2023	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91605	Threats of Violence	Property Damage
1	01/26/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	01/26/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	01/25/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Weapons	Assault to Client - Physical
1	01/25/2023	PHK	Adults	21603 Devonshire Street, Chatworth, CA 91311	Weapons	Contraband
1	01/25/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Inappropriate Behavior	Threats of Violence
1	01/24/2023	Bridge	Adults	1533 Schrader, Los Angeles, CA 90028	Threats of Violence	Safety Concern
1	01/24/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Inappropriate Behavior
1	01/24/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Inappropriate Behavior
1	01/23/2023	Tiny Home	Adults	12550 Saticoy, North Hollywood, CA 91605	Assault to Client - Sexual	Police Involvement
1	01/22/2023	Bridge	Adults	668 S Hoover St, Los Angeles, CA 90005	Threats of Violence	Inappropriate Behavior
1	01/20/2023	Bridge	Adults	7621 Canoga Ave, Canoga Park, CA 91304	Weapons	Threats of Violence
1	01/20/2023	Tiny Home	Adults	12550 S Saticoy St, North Hollywood, CA 91605	Theft	Police Involvement
1	01/19/2023	Tiny Home	Adults	11471 Chandler Blvd, North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	01/19/2023	Tiny Home	Adults	11471 Chandler Blvd, North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	01/19/2023	Tiny Home	Adults	11471 Chandler Blvd, North Hollywood, CA 91605	Fire or Fire Alarm	Termination
1	01/18/2023	PHK	Adults	21603 Devonshire Lodge, Chatworth, CA 91311	Threats of Violence	Contraband

1	01/18/2023	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Threats of Violence	Termination
1	01/18/2023	Bridge	Adults	2316 E Imperial Hwy, Los Angeles, CA 90059	Safety Concern	Inappropriate Behavior
1	01/18/2023	Crisis	Families	22455 Victory Blvd, West Hills, CA 91307	Assault to Client - Sexual	Theft
1	01/17/2023	Bridge	Adults	8701 S. Broadway Ave, Los Angeles, CA 90003	Harassment - Sexual	Inappropriate Behavior
1	01/17/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Contraband
1	01/16/2023	Tiny Home	Adults	18616 Topham St, Tarzana, CA 91335	Threats of Violence	Contraband
1	01/16/2023	Bridge	Adults	3210 Riveside Drive, Los Angeles, CA 90027	Fire or Fire Alarm	Property Damage
1	01/16/2023	Bridge	Adults	3210 Riveside Drive, Los Angeles, CA 90027	Fire or Fire Alarm	Property Damage
1	01/16/2023	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Assault to Client - Physical	Police Involvement
1	01/16/2023	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91605	Assault to Client - Physical	Termination
1	01/15/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Threats of Violence	Police Involvement
1	01/15/2023	Bridge	Adults	7621 Canoga Ave, Canoga Park, CA 91304	Assault to Client - Physical	Threats of Violence
1	01/14/2023	Bridge	Adults	2316 E Imperial Hwy, Los Angeles, CA 90059	Noncompliance	Inappropriate Behavior
1	01/14/2023	Bridge	Adults	1533 Schrader, Los Angeles, CA 90028	Assault to Client - Physical	Property Damage
1	01/13/2023	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Fire or Fire Alarm	Property Damage
1	01/13/2023	Tiny Home	Adults	12550 Saticoy Street, North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	01/13/2023	PHK	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Assault to Staff - Physical	Property Damage
1	01/12/2023	Bridge	Adults	6909 Sepulveda BLVD., Van Nuys, CA 91405	Threats of Violence	Assault to Client - Physical
1	01/12/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Assault to Staff - Physical	Contraband
1	01/11/2023	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90037	Threats of Violence	Termination
1	01/11/2023	PHK	Adults	21603 Devonshire Street, Chatworth, CA 91311	Property Damage	Termination
1	01/11/2023	Bridge	Adults	45244 32nd St West, Lancaster, CA 93536	Inappropriate Behavior	Police Involvement
1	01/09/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Inappropriate Behavior	Contraband
1	01/09/2023	PHK	Adults	1172 S. 7th Ave, Hacienda Heights, CA 91745	Contraband	Substance Abuse
1	01/08/2023	PHK	Adults	5350 Huntington Dr S, Los Angeles, CA 90032	Inappropriate Behavior	Safety Concern
1	01/08/2023	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Inappropriate Behavior
1	01/08/2023	PHK	Adults	12835 Encinitas Ave, Sylmar, CA 91342	Assault to Client - Physical	Assault to Staff - Physical
1	01/06/2023	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Inappropriate Behavior	Property Damage
1	01/06/2023	Bridge	Adults	13160 Raymer St, North Hollywood, CA 91605	Fire or Fire Alarm	Threats of Violence
1	01/05/2023	Bridge	Adults	13160 Raymer St, North Hollywood, CA 91605	Threats of Violence	Police Involvement
1	01/04/2023	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Threats of Violence	Harassment - Sexual
1	01/03/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Fire or Fire Alarm	Noncompliance
1	01/03/2023	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Fire or Fire Alarm	Noncompliance
1	01/03/2023	Tiny Home	Adults	401 S. Arroyo Parkway, Los Angeles, CA 90042	Assault to Staff - Physical	Theft
1	01/03/2023	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Assault to Staff - Physical	Threats of Violence
1	01/02/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Property Damage	Inappropriate Behavior
1	01/02/2023	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Inappropriate Behavior	Property Damage
1	12/31/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Weapons	Threats of Violence
1	12/31/2022	Bridge	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Property Damage	Contraband
1	12/30/2022	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Contraband	Noncompliance
1	12/30/2022	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Contraband	Noncompliance
1	12/28/2022	Tiny Home	Adults	5945 Arroyo Dr. Los Angeles, CA 90042	Weapons	Contraband
1	12/28/2022	Bridge	Adults	2817 S Hope, Los Angeles, CA 90007	Theft	Termination
1	12/28/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	12/27/2022	PHK	Adults	5350 Huntington Dr S., Los Angeles, CA 90032	Threats of Violence	Safety Concern
1	12/27/2022	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Inappropriate Behavior	Fire or Fire Alarm
1	12/27/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	12/27/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	12/27/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	12/27/2022	Crisis	Adults	543 Crocker St, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	12/27/2022	Bridge	Adults	156 W. 80th ST, Los Angeles, CA 90003	Assault to Client - Physical	Threats of Violence

1	12/26/2022	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Noncompliance	Trespassing
1	12/25/2022	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Threats of Violence	Police Involvement
1	12/25/2022	PHK	Adults	5350 Huntington Dr. S, Los Angeles, CA 90032	Threats of Violence	Police Involvement
1	12/24/2022	Bridge	Adults	7621 Canoga Ave, Canoga Park, CA 91304	Threats of Violence	Safety Concern
1	12/24/2022	Tiny Home	Adults	18616 Topham Street, Reseda, CA 91335	Fire or Fire Alarm	Inappropriate Behavior
1	12/23/2022	Bridge	Adults	Location: Park	Assault to Client - Physical	Safety Concern
1	12/22/2022	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Contraband	Substance Abuse
1	12/22/2022	Crisis	Adults	543 Crocker St, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	12/22/2022	PHK	Adults	4701 W. Adams Blvd., Los Angeles, CA 90016	Assault to Client - Physical	Termination
1	12/22/2022	Bridge	Adults	543 Crocker St, Los Angeles, CA 90013	Assault to Client - Physical	Threats of Violence
1	12/22/2022	PHK	Adults	6425 Tyrone Ave, Van Nuys, CA 91401	Assault to Client - Physical	Threats of Violence
1	12/21/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Property Damage
1	12/21/2022	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Fire or Fire Alarm	Property Damage
1	12/21/2022	PHK	Adults	8647 Sepulveda Blvd, North Hills, CA 91343	Contraband	Substance Abuse
1	12/21/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Assault to Staff - Physical	Bodily Injury
1	12/21/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Assault to Staff - Physical	Bodily Injury
1	12/21/2022	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91605	Assault to Staff - Physical	Police Involvement
1	12/21/2022	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91605	Assault to Staff - Physical	Police Involvement
1	12/20/2022	Tiny Home	Adults	7570 N. Figueroa St, Los Angeles, CA 90041	Assault to Staff - Physical	Police Involvement
1	12/18/2022	Bridge	Adults	668 S Hoover St, Los Angeles, CA 90005	Assault to Client - Physical	Police Involvement
1	12/17/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Police Involvement
1	12/16/2022	Crisis	Families	825 E Orange Grove, Pasadena, CA 91104	Inappropriate Behavior	Police Involvement
1	12/16/2022	Bridge	Adults	Location: Offsite	Assault to Client - Physical	Bodily Injury
1	12/16/2022	Bridge	Adults	Location: Offsite	Assault to Client - Physical	Bodily Injury
1	12/16/2022	Bridge	Adults	Location: Offsite	Assault to Client - Physical	Bodily Injury
1	12/14/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Fire or Fire Alarm	Inappropriate Behavior
1	12/14/2022	Bridge	Adults	5965 S. St. Andrews Place., Los Angeles, CA 90047	Assault to Client - Physical	Staff Issues
1	12/13/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Police Involvement
1	12/12/2022	PHK	Adults	5350 Huntington Dr S., Los Angeles, CA 90026	Threats of Violence	Assault to Staff - Physical
1	12/11/2022	Bridge	Adults	310 N. Main St., Los Angeles, CA 90012	Threats of Violence	Assault to Client - Physical
1	12/11/2022	Bridge	Adults	18120 Parthenia St., Northridge, CA 91325	Threats of Violence	Assault to Staff - Physical
1	12/11/2022	Bridge	Adults	310 N. Main street, Los Angeles, CA 90012	Assault to Client - Physical	Threats of Violence
1	12/10/2022	Tiny Home	Adults	1455 N Alvarado St, Los Angeles, CA 90026	Theft	Staff Issues
1	12/10/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Fire or Fire Alarm	Property Damage
1	12/08/2022	Crisis	Families	14926 Kittridge St., Van Nuys, CA 91405	Threats of Violence	Trespassing
1	12/08/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Contraband	Fire or Fire Alarm
1	12/07/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Trespassing	Police Involvement
1	12/07/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Fire or Fire Alarm	Police Involvement
1	12/07/2022	Crisis	Families	14926 Kittridge St, Van Nuys, CA 91405	Assault to Client - Physical	Threats of Violence
1	12/06/2022	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Fire or Fire Alarm	Property Damage
1	12/06/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Assault to Client - Physical	Bodily Injury
1	12/06/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Assault to Client - Physical	Contraband
1	12/06/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Assault to Client - Physical	Threats of Violence
1	12/05/2022	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91603	Weapons	Safety Concern
1	12/05/2022	Bridge	Adults	7816 Simpson Avenue, North Hollywood, CA 91605	Weapons	Threats of Violence
1	12/05/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91603	Weapons	Threats of Violence
1	12/05/2022	Bridge	Adults	12860 Arroyo St, Sylmar, CA 91342	Threats of Violence	Police Involvement
1	12/04/2022	Bridge	Adults	5108 Central Ave, Los Angeles, CA	Threats of Violence	Police Involvement
1	12/04/2022	Bridge	Adults	14333 Aetna st, Van Nuys, CA 91401	Threats of Violence	Property Damage
1	12/02/2022	Bridge	Adults	5941 Hollywood Blvd., Los Angeles, CA 90028	Threats of Violence	Termination
1	12/01/2022	PHK	Adults	21603 Devonshire Street, Chatworth, CA 91311	Threats of Violence	Termination

1	12/01/2022	Bridge	Adults	231 Winston Street, Los Angeles, CA 90013	Assault to Client - Physical	Threats of Violence
1	11/30/2022	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Threats of Violence	Police Involvement
1	11/29/2022	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Trespassing	Threats of Violence
1	11/29/2022	Tiny Home	Adults	401 S. Arroyo Seco Parkway, Highland Park, CA 90042	Threats of Violence	Trespassing
1	11/29/2022	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Property Damage	Threats of Violence
1	11/28/2022	Bridge	Adults	566 S. San Pedro St, Los Angeles, CA 90061	Threats of Violence	Termination
1	11/28/2022	Bridge	Adults	566 S. San Pedro St., Los Angeles, CA 90061	Threats of Violence	Termination
1	11/28/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Termination
1	11/27/2022	Bridge	Adults	1818 S. Manhattan Place, Los Angeles, CA 90019	Assault to Client - Physical	Bodily Injury
1	11/26/2022	Bridge	Adults	7816 Simpson Ave, North Hollywood, CA 91605	Weapons	Bodily Injury
1	11/26/2022	Bridge	Adults	412 S. Raymond Ave, Pasadena, CA 91106	Inappropriate Behavior	Police Involvement
1	11/26/2022	Bridge	Adults	Offsite: Location Unknown	Assault to Client - Sexual	Bodily Injury
1	11/24/2022	Crisis	Families	6705 Shoup Ave., West Hills, CA 91307	Property Damage	Police Involvement
1	11/23/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Inappropriate Behavior
1	11/23/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Termination
1	11/23/2022	Tiny Home	Adults	5945 Arroyo Dr. Los Angeles, CA 90042	Threats of Violence	Termination
1	11/23/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Harassment - Sexual	Threats of Violence
1	11/23/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Termination
1	11/23/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Assault to Client - Physical	Termination
1	11/23/2022	Bridge	Adults	810264 Rincon Ave., Pacoima, CA 91331	Assault to Client - Physical	Termination
1	11/22/2022	Tiny Home	Adults	401 S. Arroyo Seco Parkway, Highland Park, CA 90042	Theft	Property Damage
1	11/22/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Inappropriate Behavior	Contraband
1	11/22/2022	Bridge	Adults	340 N. Madison Ave., Los Angeles, CA 90004	Contraband	Inappropriate Behavior
1	11/22/2022	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Contraband	Inappropriate Behavior
1	11/21/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Trespassing	Threats of Violence
1	11/21/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Threats of Violence	Police Involvement
1	11/21/2022	Bridge	Adults	668 S Hoover St, Los Angeles, CA 90005	Assault to Client - Physical	Bodily Injury
1	11/21/2022	Bridge	Adults	12426 Whittier Blvd., Whittier, CA 90602	Assault to Client - Physical	Termination
1	11/21/2022	Bridge	Adults	12426 Whittier Blvd., Whittier, CA 90602	Assault to Client - Physical	Termination
1	11/20/2022	Bridge	Adults	711 N Alameda Ave, Los Angeles, CA 90012	Threats of Violence	Police Involvement
1	11/20/2022	Bridge	Adults	231 Winston St., Los Angeles, CA 90013	Assault to Client - Physical	Police Involvement
1	11/19/2022	Bridge	Adults	1533 Schrader Ave., Los Angeles, CA 90028	Threats of Violence	Termination
1	11/18/2022	Bridge	Adults	68 S Hoover St, Los Angeles, CA 90005	Weapons	Police Involvement
1	11/18/2022	PHK	Adults	9250 Airport Blvd, Los Angeles, CA 90045	Weapons	Safety Concern
1	11/18/2022	Bridge	Adults	407 N Beacon St, San Pedro, CA 90731	Threats of Violence	Property Damage
1	11/18/2022	Tiny Home	Adults	11471 W. Chandler Blvd, North Hollywood, CA 91605	Threats of Violence	Termination
1	11/18/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Fire or Fire Alarm	Property Damage
1	11/18/2022	Tiny Home	Adults	18616 Topham Street, Reseda, CA 91335	Fire or Fire Alarm	Property Damage
1	11/18/2022	Tiny Home	Adults	18616 Topham Street, Reseda, CA 91335	Fire or Fire Alarm	Property Damage
1	11/17/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Police Involvement
1	11/17/2022	Bridge	Adults	6909 Sepulvda Blvd., Van Nuys, CA 91405	Inappropriate Behavior	Police Involvement
1	11/17/2022	Bridge	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Client - Physical	Police Involvement
1	11/16/2022	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Safety Concern	Noncompliance
1	11/16/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Fire or Fire Alarm	Contraband
1	11/16/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Fire or Fire Alarm	Property Damage
1	11/16/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Fire or Fire Alarm	Property Damage
1	11/16/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Fire or Fire Alarm	Property Damage
1	11/16/2022	Bridge	Adults	7702 Van Nuys Blvd, Van Nuys, CA 91405	Assault to Client - Physical	Inappropriate Behavior
1	11/15/2022	PHK	Adults	253 South Hoover st., Los Angeles, CA 90004	Trespassing	Noncompliance
1	11/15/2022	Bridge	Adults	828 Eubanks Ave., Wilmington, CA 90744	Assault to Client - Physical	Termination
1	11/14/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Threats of Violence	Termination

1	11/14/2022	Bridge	Adults	828 Eubanks Ave., Wilmington, CA 90744	Contraband	Inappropriate Behavior
1	11/14/2022	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Termination
1	11/12/2022	Bridge	Adults	1533 Schrader Blvd., Los Angeles, CA 90028	Threats of Violence	Police Involvement
1	11/12/2022	Bridge	Adults	45244 32nd St West, Lancaster, CA 93536	Assault to Client - Physical	Bodily Injury
1	11/09/2022	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Weapons	Threats of Violence
1	11/09/2022	Bridge	Adults	527 Crocker Street, Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	11/08/2022	Bridge	Adults	1533 Schrader Blvd., Los Angeles, CA 90028	Assault to Staff - Physical	Threats of Violence
1	11/07/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Weapons	Safety Concern
1	11/07/2022	PHK	Adults	5533 Huntington Dr, Los Angeles, CA 90032	Trespassing	Noncompliance
1	11/07/2022	PHK	Adults	5533 Huntington Dr, Los Angeles, CA 90032	Noncompliance	Trespassing
1	11/07/2022	Tiny Home	Adults	7570 N. Figueroa, Los Angeles, CA 90041	Assault to Client - Physical	Termination
1	11/06/2022	Tiny Home	Adults	12550 Saticoy St, North Hollywood, CA 91605	Threats of Violence	Termination
1	11/06/2022	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Threats of Violence
1	11/05/2022	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Property Damage	Police Involvement
1	11/05/2022	Bridge	Adults	Pine St, Newhall, CA 91321	Assault to Client - Physical	Bodily Injury
1	11/04/2022	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Property Damage	Fire or Fire Alarm
1	11/03/2022	Tiny Home	Adults	6099 Laurel Canyon Blvd, North Hollywood, CA 91606	Police Involvement	Safety Concern
1	11/03/2022	Bridge	Adults	1000 Alhambra Avenue, Los Angeles, CA 90012	Assault to Client - Physical	Assault to Staff - Physical
1	11/01/2022	Crisis	Families	14926 Kittridge St, Van Nuys, CA 91405	Noncompliance	Police Involvement
1	11/01/2022	Tiny Home	Adults	18616 Topham Street, Reseda, CA 91335	Inappropriate Behavior	Safety Concern
1	10/31/2022	Bridge	Adults	543 Crocker St., Los Angeles, CA 90013	Assault to Staff - Physical	Police Involvement
1	10/31/2022	Bridge	Adults	543 Crocker St., Los Angeles, CA 90013	Assault to Staff - Physical	Termination
1	10/29/2022	Bridge	Adults	18140 Parthenia Street, Northridge, CA 91325	Threats of Violence	Assault to Staff - Physical
1	10/28/2022	Bridge	Adults	1123 W. 7th St, Los Angeles, CA 90017	Police Involvement	Noncompliance
1	10/27/2022	Tiny Home	Adults	7570 N. Figueroa St., Los Angeles, CA 90041	Threats of Violence	Police Involvement
1	10/27/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	Police Involvement
1	10/27/2022	Bridge	Adults	3804 Broadway Place, Los Angeles, CA 90037	Contraband	Substance Abuse
1	10/26/2022	Tiny Home	Adults	11471 Chandler Blvd, North Hollywood, CA 91605	Assault to Client - Physical	Police Involvement
1	10/25/2022	Bridge	Adults	6909 Sepulveda Blvd, Van Nuys, CA 91405	Threats of Violence	Property Damage
1	10/25/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Termination	Noncompliance
1	10/24/2022	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Threats of Violence	Police Involvement
1	10/23/2022	Bridge	Adults	12860 Arroyo St, Sylmar, CA 91342	Assault to Staff - Physical	Noncompliance
1	10/23/2022	Bridge	Adults	12860 Arroyo St, Sylmar, CA 91342	Assault to Staff - Physical	Noncompliance
1	10/23/2022	Bridge	Adults	45244 32nd St West, Lancaster, CA 93536	Assault to Client - Physical	Bodily Injury
1	10/22/2022	Crisis	Adults	1718 W. Vernon Ave., Los Angeles, CA 90062	Termination	Threats of Violence
1	10/21/2022	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Threats of Violence	Termination
1	10/20/2022	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Theft
1	10/20/2022	Bridge	Adults	8701 S. Broadway, Los Angeles, CA 90003	Assault to Client - Physical	Theft
1	10/19/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Weapons
1	10/19/2022	Tiny Home	Adults	12550 S. Saticoy St., North Hollywood, CA 91605	Safety Concern	Inappropriate Behavior
1	10/18/2022	Tiny Home	Adults	12550 S. Saticoy St., North Hollywood, CA 91605	Assault to Client - Physical	Threats of Violence
1	10/17/2022	Crisis	Families	1818 S. Manhattan Ave., Los Angeles, CA 90016	Trespassing	Police Involvement
1	10/15/2022	Bridge	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Weapons	Assault to Client - Physical
1	10/14/2022	PHK	Adults	5350 Huntington Dr S, Los Angeles, CA 90032	Threats of Violence	Theft
1	10/14/2022	Bridge	Adults	2817 Hope St., Los Angeles, CA 90007	Threats of Violence	Weapons
1	10/13/2022	Bridge	Adults	1533 Schrader, Los Angeles, CA 90028	Inappropriate Behavior	Police Involvement
1	10/12/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Threats of Violence	Noncompliance
1	10/12/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Property Damage	Termination
1	10/12/2022	PHK	Adults	5350 Huntington Dr. S., Los Angeles, CA 90032	Inappropriate Behavior	Safety Concern
1	10/12/2022	Crisis	Adults	1718 West Vernon, Los Angeles, CA 90062	Harassment - Sexual	Assault to Client - Sexual
1	10/12/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Fire or Fire Alarm	Property Damage

1	10/12/2022	Bridge	Adults	8701 S. Broadway Blvd., Los Angeles, CA 90003	Assault to Client - Physical	Termination
1	10/11/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Weapons	Assault to Client - Physical
1	10/11/2022	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Property Damage	Contraband
1	10/11/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Property Damage
1	10/11/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Property Damage
1	10/11/2022	Bridge	Adults	668 S Hoover St., Los Angeles, CA 90005	Assault to Client - Physical	Termination
1	10/10/2022	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Trespassing	Threats of Violence
1	10/10/2022	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Theft	Termination
1	10/10/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Property Damage	Fire or Fire Alarm
1	10/10/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Termination
1	10/09/2022	Bridge	Adults	12860 Arroyo St, Sylmar, CA 91342	Threats of Violence	Assault to Client - Physical
1	10/09/2022	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Threats of Violence	Safety Concern
1	10/09/2022	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Threats of Violence	Safety Concern
1	10/09/2022	Tiny Home	Adults	18616 Topham St Reseda, CA 91335	Inappropriate Behavior	Threats of Violence
1	10/09/2022	Bridge	Adults	310 N. Main St., Los Angeles, CA 90012	Assault to Client - Physical	Termination
1	10/08/2022	PHK	Adults	7432 Reseda Blvd, Reseda, CA 91335	Threats of Violence	Inappropriate Behavior
1	10/08/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Threats of Violence	Weapons
1	10/08/2022	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Assault to Client - Physical	Termination
1	10/07/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Inappropriate Behavior
1	10/07/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Threats of Violence	Inappropriate Behavior
1	10/07/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Threats of Violence	Inappropriate Behavior
1	10/07/2022	PHK	Adults	5533 HUntington Dr. North, Los Angeles, CA 90032	Fire or Fire Alarm	Property Damage
1	10/07/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Fire or Fire Alarm	Property Damage
1	10/07/2022	Tiny Home	Adults	7075 Figueroa St., Los Angeles, CA 90041	Assault to Staff - Physical	Trespassing
1	10/05/2022	Tiny Home	Adults	401 S. Arroyo Pkwy, Los Angeles, CA 90042	Weapons	Police Involvement
1	10/05/2022	PHK	Adults	4701 W. Adams Blvd., Los Angeles, CA 90016	Threats of Violence	Weapons
1	10/05/2022	Bridge	Adults	10264 Rincon Ave., Pacoima, CA 91331	Property Damage	Threats of Violence
1	10/05/2022	PHK	Adults	1154 S 7th Ave., Hacienda Heights, CA 91745	Inappropriate Behavior	Assault to Staff - Physical
1	10/04/2022	Tiny Home	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Inappropriate Behavior	Fire or Fire Alarm
1	10/04/2022	Crisis	Families	666 E. Foothill Blvd., Azusa, CA 91702	Inappropriate Behavior	Safety Concern
1	10/03/2022	Tiny Home	Adults	7570 N. Figueroa St, Los Angeles, CA 90041	Contraband	Property Damage
1	10/03/2022	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Contraband	Safety Concern
1	10/03/2022	PHK	Adults	1172 S. 7th Ave., Hacienda Heights, CA 91745	Contraband	Safety Concern
1	10/03/2022	Bridge	Adults	407 N. Beacons St., San Pedro, CA 90731	Assault to Client - Physical	Police Involvement
1	10/01/2022	Bridge	Adults	5100 S. Central Ave., Los Angeles, CA 90011	Assault to Client - Physical	Bodily Injury
1	09/30/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Inappropriate Behavior	Police Involvement
1	09/30/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Contraband	Threats of Violence
1	09/29/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Weapons	Police Involvement
1	09/29/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Theft	Police Involvement
1	09/29/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Property Damage	
1	09/29/2022	Bridge	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Staff - Physical	Inappropriate Behavior
1	09/28/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Threats of Violence	Police Involvement
1	09/28/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Threats of Violence	Property Damage
1	09/28/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Threats of Violence	
1	09/28/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	Extermination
1	09/28/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	09/28/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Police Involvement	
1	09/28/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Inappropriate Behavior	
1	09/28/2022	Bridge	Adults	18140 Parthenia St., Northridge, CA 91325	Harassment - Sexual	
1	09/28/2022	Bridge	Adults	45244 32nd St West, Lancaster, CA 93536	Assault to Staff - Physical	Substance Abuse
1	09/28/2022	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Assault to Staff - Physical	Substance Abuse

1	09/27/2022	Bridge	Adults	401 S. Arroyo PKWY, Los Angeles, CA 90042	Threats of Violence	Inappropriate Behavior
1	09/27/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Threats of Violence	Property Damage
1	09/27/2022	Bridge	Adults	2817 S. Hope St., Los Angeles, CA 90007	Threats of Violence	Termination
1	09/27/2022	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Threats of Violence	Termination
1	09/27/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	09/27/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	09/27/2022	Bridge	Adults	Offsite	Police Involvement	Assault to Client - Physical
1	09/27/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Harassment - Sexual	Assault to Client - Sexual
1	09/27/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Client - Physical	Police Involvement
1	09/26/2022	Bridge Roadmap	Adults	543 Crocker St., Los Angeles, CA 90013	Threats of Violence	
1	09/26/2022		Adults	723 S. Beacon Street, San Pedro, CA 90731	Property Damage	
1	09/26/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Police Involvement	
1	09/26/2022	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Assault to Staff - Physical	Termination
1	09/26/2022	Bridge Roadmap	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	09/26/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Assault to Client - Physical	Police Involvement
1	09/26/2022	Bridge Roadmap	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Assault to Client - Physical	
1	09/26/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Assault to Client - Physical	
1	09/25/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Property Damage	Threats of Violence
1	09/25/2022	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Assault to Client - Physical	Police Involvement
1	09/24/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Noncompliance	
1	09/24/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Inappropriate Behavior	Police Involvement
1	09/24/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Assault to Staff - Physical	Assault to Client - Physical
1	09/24/2022	Crisis	Families	3061 Riverside Dr., Los Angeles, CA 90039	Assault to Client - Physical	Termination
1	09/23/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Threats of Violence	Bodily Injury
1	09/23/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Termination
1	09/23/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Assault to Staff - Physical	Police Involvement
1	09/22/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Inappropriate Behavior	Property Damage
1	09/22/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Inappropriate Behavior	
1	09/22/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Assault to Staff - Physical	Termination
1	09/21/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Police Involvement	Theft
1	09/21/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Contraband	Termination
1	09/21/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Assault to Staff - Physical	
1	09/20/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Assault to Client - Sexual	Police Involvement
1	09/19/2022	Bridge	Adults	10264 Rincon Ave, Pacoima, CA 91331	Theft	
1	09/19/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Staff - Physical	Weapons
1	09/17/2022	Tiny Home	Adults	1455 N. Alvarado St., Los Angeles, CA 90026	Threats of Violence	Termination
1	09/17/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Threats of Violence	
1	09/17/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Assault to Client - Physical	Threats of Violence
1	09/16/2022	Crisis	Families	3061 Riverside Dr., Los Angeles, CA 90039	Threats of Violence	Assault to Client - Physical
1	09/16/2022	Bridge	Adults	Offsite	Assault to Client - Physical	Bodily Injury
1	09/15/2022	Crisis	Adults	1400 East Mission Blvd., Pomona, CA 91766	Assault to Staff - Physical	Bodily Injury
1	09/14/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Weapons	Threats of Violence
1	09/14/2022	Bridge	Adults	3804 S. Broadway Place, Los Angeles, CA 90037	Threats of Violence	
1	09/14/2022	Tiny Home	Adults	401 S. Arroyo Seco Pkwy., Los Angeles, CA 90042	Threats of Violence	
1	09/14/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	Inappropriate Behavior
1	09/14/2022	Crisis	Families	832 James M Wood Blvd., Los Angeles, CA 90805	Inappropriate Behavior	Staff Issues
1	09/14/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Inappropriate Behavior	Trespassing
1	09/14/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Assault to Client - Physical	Theft
1	09/13/2022	Crisis	Families	22455 Victory Blvd., West Hills, CA 91307	Threats of Violence	Property Damage
1	09/13/2022	Bridge Roadmap	Adults	8701 S. Broadway, Los Angeles, CA 90003	Property Damage	
1	09/13/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Assault to Client - Physical	

1	09/12/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Inappropriate Behavior	Noncompliance
1	09/12/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Inappropriate Behavior	Police Involvement
1	09/12/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Assault to Client - Physical	Inappropriate Behavior
1	09/12/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Assault to Client - Physical	
1	09/10/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Property Damage	
1	09/09/2022	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Property Damage	
1	09/08/2022	Crisis	Families	22455 Victory Blvd., West Hills, CA 91307	Safety Concern	Police Involvement
1	09/07/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Trespassing	
1	09/07/2022	Crisis	Adults	412 S. Raymond Ave., CA 91104	Threats of Violence	
1	09/07/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Client - Physical	Bodily Injury
1	09/06/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Theft	
1	09/06/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Client - Physical	Termination
1	09/05/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Threats of Violence	Police Involvement
1	09/05/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Threats of Violence	Police Involvement
1	09/05/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Safety Concern	
1	09/05/2022	Tiny Home	Adults	401 S. Arroyo Seco Pkwy., Los Angeles, CA 90042	Property Damage	Inappropriate Behavior
1	09/05/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Substance Abuse
1	09/05/2022	Crisis	Families	207 N Breed St., Los Angeles, CA 90033	Assault to Client - Physical	Bodily Injury
1	09/04/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Weapons	Assault to Client - Physical
1	09/04/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Termination
1	09/04/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	
1	09/03/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Weapons	
1	09/03/2022	Bridge	Adults	10264 Rincon Ave., Pacima, CA 91331	Property Damage	Termination
1	09/03/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Police Involvement	
1	09/02/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Threats of Violence	Police Involvement
1	09/02/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Threats of Violence	
1	09/02/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Threats of Violence	
1	09/01/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Threats of Violence	Weapons
1	09/01/2022	Bridge	Adults	10511 Mills, Whittier, CA 90604	Inappropriate Behavior	
1	09/01/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Inappropriate Behavior	
1	09/01/2022	Crisis	Families	130 E. Holt Ave., Pomona, CA 91767	Fire or Fire Alarm	
1	08/31/2022	Bridge	Adults	7621 Canoga Ave., Conoga Park, CA 91304	Threats of Violence	Assault to Staff - Physical
1	08/31/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Property Damage	
1	08/31/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Inappropriate Behavior	
1	08/31/2022	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91606	Assault to Client - Sexual	Police Involvement
1	08/31/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Assault to Client - Physical	
1	08/30/2022	Crisis	Adults	1718 W. Vernon Ave., Los Angeles, CA 90062	Threats of Violence	Inappropriate Behavior
1	08/30/2022	Bridge	Adults	7621 Canoga Ave., Conoga Park, CA 91304	Threats of Violence	
1	08/30/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Property Damage	
1	08/30/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Fire or Fire Alarm	
1	08/28/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Weapons	Police Involvement
1	08/28/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Inappropriate Behavior	Safety Concern
1	08/27/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Weapons	Assault to Staff - Physical
1	08/27/2022	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Assault to Client - Physical	Police Involvement
1	08/27/2022	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Client - Physical	Termination
1	08/27/2022	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Client - Physical	Termination
1	08/27/2022	Bridge Roadmap	Adults	18140 Parthenia St., Northridge, CA 91325	Assault to Client - Physical	Termination
1	08/26/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Weapons	Contraband
1	08/26/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Property Damage	
1	08/26/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Assault to Staff - Physical	Staff Issues
1	08/26/2022	PHK	Adults	9250 Airport Blvd., Los Angeles, CA 90045	Assault to Staff - Physical	Threats of Violence

1	08/25/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Threats of Violence	
1	08/25/2022	Bridge	Adults	10511 Mills, Whittier, CA 90604	Theft	
1	08/25/2022	Tiny Home	Adults	6609 Laurel Canyon, North Hollywood, CA 91606	Property Damage	Inappropriate Behavior
1	08/24/2022	Tiny Home	Adults	1221 Figueroa Place, Wilmington, CA 90744	Threats of Violence	Safety Concern
1	08/24/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Inappropriate Behavior	
1	08/24/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Assault to Client - Physical	
1	08/23/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Threats of Violence	Staff Issues
1	08/23/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Threats of Violence	Weapons
1	08/23/2022	Bridge	Adults	10511 Mills Ave., Whittier, CA 90604	Threats of Violence	
1	08/23/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Police Involvement	Assault to Client - Physical
1	08/23/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Inappropriate Behavior	
1	08/23/2022	Tiny Home	Adults	401 S. Arroyo Seco Pkwy., Los Angeles, CA 90042	Assault to Staff - Physical	Inappropriate Behavior
1	08/22/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Trespassing	
1	08/22/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Threats of Violence	Police Involvement
1	08/22/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Threats of Violence	Trespassing
1	08/22/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Inappropriate Behavior	
1	08/22/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Assault to Client - Physical	Termination
1	08/21/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Property Damage	
1	08/21/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Contraband	Substance Abuse
1	08/20/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Property Damage	
1	08/20/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	Property Damage
1	08/20/2022	Tiny Home	Adults	401 S. Arroyo Seco Pkwy., Los Angeles, CA 90042	Assault to Staff - Physical	Harassment - Physical
1	08/19/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Threats of Violence	
1	08/19/2022	PHK	Adults	4701 W. Adams Blvd., Los Angeles, CA 90016	Suicidal Ideations	Weapons
1	08/18/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Police Involvement	
1	08/17/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Weapons	Threats of Violence
1	08/17/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Weapons	Threats of Violence
1	08/17/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Trespassing	Police Involvement
1	08/17/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Trespassing	Weapons
1	08/17/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Police Involvement
1	08/17/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Substance Abuse	Contraband
1	08/17/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Police Involvement	
1	08/16/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Threats of Violence	Trespassing
1	08/16/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Assault to Staff - Physical	Threats of Violence
1	08/15/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Threats of Violence	Police Involvement
1	08/15/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Threats of Violence	Police Involvement
1	08/14/2022	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Fire or Fire Alarm	Property Damage
1	08/14/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Client - Physical	
1	08/13/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Trespassing	Termination
1	08/13/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	
1	08/13/2022		Families	310 E. Palmdale Blvd., Palmdale, CA 93550	Property Damage	Theft
1	08/13/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Fire or Fire Alarm	Inappropriate Behavior
1	08/12/2022	Crisis	Families	22455 Victory Blvd., West Hills, CA 91407	Assault to Client - Physical	Police Involvement
1	08/11/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Inappropriate Behavior	Police Involvement
1	08/11/2022	Bridge	Adults	1718 W. Vernon Ave., Los Angeles, CA 90062	Inappropriate Behavior	Termination
1	08/11/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Harassment - Sexual	Safety Concern
1	08/10/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	
1	08/10/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Inappropriate Behavior	Police Involvement
1	08/10/2022	Bridge Roadmap	Adults	566 S. San Pedro St., Los Angeles, CA 90013	Assault to Staff - Physical	Termination
1	08/09/2022	Bridge	Adults	12322 Clearglan Ave., Whittier, CA 90604	Police Involvement	Theft
1	08/09/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Staff - Physical	Threats of Violence

1	08/07/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Inappropriate Behavior	
1	08/07/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Inappropriate Behavior	
1	08/07/2022	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Assault to Staff - Physical	Contraband
1	08/07/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Staff - Physical	Police Involvement
1	08/07/2022	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Assault to Client - Physical	
1	08/06/2022	PHK	Adults	4701 W. Adams Blvd., Los Angeles, CA 90016	Threats of Violence	Substance Abuse
1	08/06/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Threats of Violence	
1	08/06/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Property Damage	
1	08/06/2022	Crisis	Adults	1400 E. Mission Blvd., Pomona, CA 91766	Assault to Staff - Physical	Threats of Violence
1	08/06/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Assault to Client - Physical	Police Involvement
1	08/05/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Termination
1	08/05/2022	Crisis	Adults	543 Crocker St., Los Angeles, CA 90013	Threats of Violence	
1	08/05/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Noncompliance	
1	08/04/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Threats of Violence	Contraband
1	08/04/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Property Damage	
1	08/04/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	08/04/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	08/04/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Inappropriate Behavior	
1	08/04/2022	Bridge Roadmap	Adults	543 Crocker St., Los Angeles, CA 90013	Assault to Client - Physical	Bodily Injury
1	08/03/2022	Bridge	Adults	1123 W. 7th St., Los Angeles, CA 90017	Threats of Violence	Police Involvement
1	08/03/2022	Tiny Home	Adults	6099 Laurel Canyon, North Hollywood, CA 91606	Threats of Violence	Termination
1	08/03/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	08/03/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	08/03/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Property Damage	
1	08/03/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Noncompliance	Inappropriate Behavior
1	08/03/2022	Tiny Home	Adults	1455 N. Alvarado St., Los Angeles, CA 90026	Inappropriate Behavior	
1	08/02/2022	Tiny Home	Adults	11471 W. Chandler Blvd., North Hollywood, CA 91601	Threats of Violence	
1	08/02/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Property Damage	Contraband
1	08/02/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Police Involvement	
1	08/02/2022	Bridge	Adults	12860 Arroyo St., Sylmar, CA 91342	Inappropriate Behavior	Police Involvement
1	08/02/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Inappropriate Behavior	Police Involvement
1	08/01/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Police Involvement	Trespassing
1	08/01/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Inappropriate Behavior	Termination
1	08/01/2022	Bridge Roadmap	Adults	543 Crocker St., Los Angeles, CA 90013	Inappropriate Behavior	
1	08/01/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Inappropriate Behavior	
1	08/01/2022	PHK	Adults	Sepulveda	Inappropriate Behavior	
1	08/01/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Inappropriate Behavior	
1	08/01/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Inappropriate Behavior	
1	08/01/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Assault to Client - Physical	
1	08/01/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Assault to Client - Physical	
1	07/31/2022	Tiny Home	Adults	7075 Figueroa St., Los Angeles, CA 90041	Property Damage	Police Involvement
1	07/31/2022	Bridge	Adults	412 S. Raymond Ave., CA 91105	Inappropriate Behavior	Police Involvement
1	07/31/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	
1	07/31/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	
1	07/30/2022	Bridge	Adults	527 Crocker St., Los Angeles, CA 90013	Assault to Client - Physical	Police Involvement
1	07/29/2022	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Threats of Violence	Weapons
1	07/29/2022	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Threats of Violence	
1	07/29/2022	Bridge	Adults	10511 Mills, Whittier, CA 90604	Police Involvement	
1	07/29/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Inappropriate Behavior	Substance Abuse
1	07/28/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Threats of Violence	Inappropriate Behavior
1	07/28/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Property Damage	

1	07/28/2022	PHK	Adults	7432 Reseda Blvd., Reseda, CA 91335	Police Involvement	
1	07/28/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Inappropriate Behavior	
1	07/27/2022	Tiny Home	Adults	401 S. Arroyo Seco Pkwy., Los Angeles, CA 90042	Safety Concern	Theft
1	07/27/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Property Damage	
1	07/27/2022	Tiny Home	Adults	6099 Laurel Cyn., North Hollywood, CA 91606	Inappropriate Behavior	
1	07/27/2022	Bridge	Adults	527 Crocker St., Los Angeles, CA 90013	Assault to Client - Physical	Police Involvement
1	07/26/2022	PHK	Adults	1172 S. 7th Ave. Hacienda Heights, CA 91745	Police Involvement	
1	07/25/2022	Bridge Roadmap	Adults	222 E 25th St., Los Angeles, CA 90011	Threats of Violence	
1	07/25/2022	Tiny Home	Adults	18616 W. Topham St., Tarzana, CA 91335	Property Damage	Theft
1	07/25/2022	PHK	Adults	1154 7th Ave., Hacienda Heights, CA 91745	Property Damage	
1	07/25/2022	Tiny Home	Adults	18616 W. Topham St., Tarzana, CA 91335	Property Damage	
1	07/25/2022	Tiny Home	Adults	18616 W. Topham St., Tarzana, CA 91335	Property Damage	
1	07/24/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Threats of Violence	Police Involvement
1	07/24/2022	PHK	Adults	4701 W. Adams Blvd., Los Angeles, CA 90016	Threats of Violence	Weapons
1	07/23/2022	Bridge Roadmap	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Property Damage	Inappropriate Behavior
1	07/23/2022	Crisis	Adults	1718 W. Vernon Ave., Los Angeles, CA 90062	Property Damage	
1	07/23/2022	Tiny Home	Adults	5945 Arroyo Dr., Los Angeles, CA 90042	Inappropriate Behavior	Assault to Staff - Physical
1	07/23/2022	Tiny Home	Adults	11471 Chandler Blvd., North Hollywood, CA 91601	Fire or Fire Alarm	Property Damage
1	07/22/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Threats of Violence	Police Involvement
1	07/22/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Threats of Violence	
1	07/22/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Inappropriate Behavior	
1	07/21/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Trespassing	Assault to Staff - Physical
1	07/21/2022	PHK	Adults	1172 S. 7th Ave. Hacienda Heights, CA 91745	Trespassing	Inappropriate Behavior
1	07/21/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Property Damage	
1	07/21/2022	Bridge	Adults	10511 Mills, Whittier, CA 90604	Inappropriate Behavior	Police Involvement
1	07/21/2022	Tiny Home	Adults	7075 Figueroa St., Los Angeles, CA 90041	Contraband	
1	07/20/2022	PHK	Adults	9250 Airport Blvd., Los Angeles, CA 90045	Trespassing	Property Damage
1	07/20/2022	PHK	Adults	4701 W. Adams Blvd., Los Angeles, CA 90016	Threats of Violence	Safety Concern
1	07/20/2022	Crisis	Families	10337 De Soto Ave., Chatsworth, CA 91311	Threats of Violence	
1	07/20/2022	PHK	Adults	9250 Airport Blvd., Los Angeles, CA 90045	Threats of Violence	
1	07/20/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Threats of Violence	
1	07/20/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91401	Assault to Staff - Physical	
1	07/19/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Inappropriate Behavior	
1	07/18/2022	PHK	Adults	North Hills, CA 91343	Inappropriate Behavior	
1	07/18/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Harassment - Sexual	Termination
1	07/18/2022	Bridge	Adults	310 N. Main St., Los Angeles, CA 90012	Assault to Client - Physical	Threats of Violence
1	07/17/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Inappropriate Behavior	
1	07/17/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 9160	Harassment - Sexual	Suicidal Ideations
1	07/16/2022	Crisis	Families	6705 Shoup Ave., West Hills, CA 91307	Assault to Client - Physical	
1	07/15/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Threats of Violence	
1	07/15/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Property Damage	Inappropriate Behavior
1	07/15/2022	PHK	Adults	1172 S. 7th Ave. Hacienda Heights, CA 91745	Property Damage	
1	07/15/2022	PHK	Adults	1172 S. 7th Ave. Hacienda Heights, CA 91745	Noncompliance	Contraband
1	07/14/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Property Damage	
1	07/14/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Assault to Client - Physical	
1	07/13/2022	Tiny Home	Adults	18616 W. Topham St., Tarzana, CA 91335	Property Damage	
1	07/13/2022	PHK	Adults	1172 S. 7th Ave. Hacienda Heights, CA 91745	Police Involvement	
1	07/13/2022	PHK	Adults	1172 S. 7th Ave. Hacienda Heights, CA 91745	Police Involvement	
1	07/13/2022	PHK	Adults	5350 Huntington Drive South, Los Angeles, CA 90032	Inappropriate Behavior	Covid + / Outbreak
1	07/13/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Inappropriate Behavior	
1	07/13/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Contraband	Threats of Violence

1	07/12/2022	Bridge Roadmap	Adults	6909 Sepulveda Blvd., Van Nuys, CA 91405	Threats of Violence	
1	07/12/2022	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Property Damage	Termination
1	07/12/2022	PHK	Adults	253 S. Hoover St., Los Angeles, CA 90004	Property Damage	Termination
1	07/12/2022	PHK	Adults	1172 S. 7th Ave. Hacidena Heights, CA 91745	Police Involvement	
1	07/12/2022	Bridge	Adults	7621 Canoga Ave., Conoga Park, CA 91304	Assault to Client - Physical	
1	07/11/2022	Crisis	Families	6149 Harvard, Los Angeles, CA 90047	Threats of Violence	Assault to Client - Physical
1	07/10/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Threats of Violence	
1	07/09/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Threats of Violence	
1	07/09/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Property Damage	
1	07/09/2022	Bridge	Adults	668 S. Hoover St., Los Angeles, CA 90005	Assault to Client - Physical	
1	07/08/2022	Tiny Home	Adults	401 S. Arroyo Seco Pkwy., Los Angeles, CA 90042	Threats of Violence	Police Involvement
1	07/08/2022	PHK	Adults	12835 Encinitas Ave., Sylmar, CA 91342	Threats of Violence	Property Damage
1	07/08/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Safety Concern	Police Involvement
1	07/08/2022	Tiny Home	Adults	18616 Topham St., Tarzana, CA 91335	Property Damage	
1	07/08/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Contraband	
1	07/08/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Contraband	
1	07/08/2022	Tiny Home	Adults	18616 Topham St., Reseda, CA 91335	Contraband	
1	07/07/2022	Crisis	Families	10323 De Soto Ave., Chatsworth, CA 91311	Threats of Violence	Police Involvement
1	07/07/2022	Bridge	Adults	711 N. Alameda St., Los Angeles, CA 90012	Threats of Violence	Property Damage
1	07/07/2022	Bridge	Adults	7702 Van Nuys Blvd., Van Nuys, CA 91405	Threats of Violence	Safety Concern
1	07/07/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Property Damage	
1	07/07/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Police Involvement	
1	07/07/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Inappropriate Behavior	
1	07/07/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Harassment - Sexual	Staff Issues
1	07/07/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Harassment - Sexual	Staff Issues
1	07/06/2022	Tiny Home	Adults	6720 Vanalden Ave., Reseda, CA 91335	Threats of Violence	Assault to Client - Physical
1	07/06/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Theft	
1	07/06/2022	PHK	Adults	8647 Sepulveda Blvd., North Hills, CA 91343	Inappropriate Behavior	
1	07/06/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Contraband	
1	07/05/2022	Bridge	Adults	207 N. Victory Blvd., Burbank, CA 91502	Police Involvement	
1	07/05/2022	Tiny Home	Adults	6099 Laurel Cyn., North Hollywood, CA 91605	Contraband	Assault to Staff - Physical
1	07/05/2022	Tiny Home	Adults	12550 Saticoy St., North Hollywood, CA 91605	Assault to Client - Physical	
1	07/04/2022	Bridge	Adults	7816 Simpson Ave., North Hollywood, CA 91605	Property Damage	Fire or Fire Alarm
1	07/04/2022	PHK	Adults	5533 Huntington Drive North, Los Angeles, CA 90032	Inappropriate Behavior	
1	07/03/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Threats of Violence	Property Damage
1	07/03/2022	Tiny Home	Adults	1455 N. Alvarado St., Los Angeles, CA 90026	Theft	Safety Concern
1	07/02/2022	Bridge	Adults	828 Eubank Ave., Wilmington, CA 90744	Threats of Violence	Police Involvement
1	07/01/2022	Bridge Roadmap	Adults	1000 N. Alhambra Ave., Los Angeles, CA 90012	Property Damage	
1	07/01/2022	Bridge Roadmap	Adults	1000 N. Alhambra Ave., Los Angeles, CA 90012	Property Damage	
1	07/01/2022	Tiny Home	Adults	7570 N. Figueroa St., Eagle Rock, CA 90041	Assault to Client - Physical	Police Involvement
1	03/24/2022	PHK	Adults	21603 Devonshire St., Chatsworth, CA 91311	Theft	Termination

APPENDIX H

Program Information	Inside Safe-Interim Housing Program	A Bridge Home	Crisis / Bridge Housing for Adults	B7 Bridge Housing	Enhanced Bridge Housing For Older Adults
Summary	Identifies encampments with a high and chronic need for services. Through encampment resolution that coordinates between various departments and agencies, places participants in interim housing to ensure they are on a viable pathway to permanent housing stability. The services provided to Inside Safe-IH participants are voluntary, low-barrier, trauma-informed, and data-informed. Services remain flexible to support individual client needs.	Provides safe, low-barrier, Housing First, and supportive residence to individuals experiencing homelessness. Residents are assessed and connected to a broad range of housing resources in an effort to resolve their homelessness as quickly as possible.	Provides a safe, low-barrier, Housing First, and supportive residence to persons experiencing homelessness, while they are assessed and connected to a broad range of housing resources and in an effort to resolve their homelessness situation as quickly as possible.	Provides a place to stay via a reserved bed while participants are working on locating, applying to, and obtaining permanent housing.	Temporary/interim housing that serves to "bridge" individuals directly from homelessness to housing, via a reserved bed that facilitates placement into permanent housing. Incorporates Trauma Informed Care principles into all aspects of the facility and program design.
Services*					
Case Management Services	X	X	X	X	X
Residential Supervision	X	X	X	X	X
Crisis Intervention/Conflict De-escalation	X	X	X	X	X
Meals (3 per day)	X	X	X	X	X
Hygiene Facilities	X	X	X	X	X
Emergency Naloxone Administration	X	X	X	X	X
Harm Reduction Services (e.g., sharps containers, overdose prevention resources, amnesty lockers, etc.)	X	X	X	X	X
Employment Placement Programs		X	X	X	X
Mainstream Services	X	X	X	X	X
Storage of Personal Property	X	X	X	X	X
Laundry	X	X	X	X	X
Transportation	X				
Problem solving	X	X	X	X	X
Housing Navigation	X	X	X	X	X
LAHSA Program Standards	X	X	X	X	X
Motel Utilization	X				
Flexible Fund Assistance				X	
Intended population	Adults, Transition Age Youth (18+), legally emancipated minors, and Family Housholds living in encampments	Adults	Adults	Adults or Transition Age Youth (18+) experiencing homelessness who are 1) exiting from incarceration (jail, prison, or juvenile detention facilities) or 2) in justice system custody and whose lack of stable housing would be cause for incarceration while awaiting an upcoming trial or court hearing date	Adults age 55 or older

Eligibility Requirements	HUD Homeless Status: - Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence - Category 4: Fleeing or attempting to flee domestic violence Enrollments restricted to referrals through Inside Safe Outreach teams. Outreach teams will refer individuals from select encampment locations that	HUD Homeless Status: - Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence - Category 4: Fleeing or attempting to flee domestic violence Referral through the Centralized Referral System**	HUD Homeless Status: - Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence - Category 4: Fleeing or attempting to flee domestic violence	HUD Homeless Status: - Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence - Category 4: Fleeing or attempting to flee domestic violence	HUD Homeless Status: - Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence - Category 4: Fleeing or attempting to flee domestic violence Referral through the Centralized Referral System** When demand exceeds availability, referrals are prioritized for participants
Length of Enrollment	Goal is to identify housing within 90 days, with a maximum length of stay of 6 months.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.
Data Requirements from Provider/Operator	Operator must enter units daily to ensure a participant's use of that unit that night. This is used for verifying motel occupancy. Operator must enter each meal service (breakfast, lunch, dinner) to reflect the participant's use on a manual log. Program exits must be recorded by operator within 3 business days. Provider must report daily occupancy data to the City of Los Angeles City Administrative Office and LAHSA. Motel Utilization: Operator is expected to inspect, video/photograph, and document the condition of the guest room previously occupied by the Inside Safe Participant in addition to the common area in the vicinity of guest rooms. Provide property and use related reporting to LAHSA and the City, including but not limited to verification of enrollment/room occupancy numbers and submission of property damage	Providers must enter nightly bed services in HMIS for any participant occupying a bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered by provider in HMIS within 1 business day of provision or change in program status.	Providers must enter nightly bed services in HMIS for any participant occupying a bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered by provider in HMIS within 1 business day of provision or change in program status.	Providers must enter nightly bed services in HMIS for any participant occupying a bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered by provider in HMIS within 1 business day of provision or change in program status.	Providers must enter nightly bed services in HMIS for any participant occupying a bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered by provider in HMIS within 1 business day of provision or change in program status.

Safe Parking, Youth, Family, and Transitional Housing (ex: Safe Sleep Village) programs were excluded, as this comparison reflects long-term IH placements only.

*Services include only what is outlined in program LAHSA SRS documents and does not include any additional services providers may offer to clients in their programs.

**The Centralized Referral System (CRS) refers to a collaboration between LAHSA and the Los Angeles County Health Agency (Departments of Health Services, Mental Health, and Public Health).

***LAHSA's Centralized Matching System works closely with contracted providers to provide referrals based on eligibility, prioritization, and unit availability.

Program Information	Enhanced Bridge Housing For Women	Hilda L. Solis Care First Village	Project Homekey Interim	Roadmap Interim Housing	Tiny Home Village
Summary	Temporary/interim housing that serves to "bridge" individuals directly from homelessness to housing, via a reserved bed that facilitates placement into permanent housing. Incorporates trauma-informed care principles into all aspects of the facility and program design.	Uses prefabricated modular shipping containers to create single room occupancy (SRO) units with private bathrooms. Provides safe housing. Must incorporate low barrier, trauma-informed care, and harm reduction policies and procedures into their program design and housing operations.	Low-barrier, Housing First, and supportive residence to persons experiencing homelessness while they are assessed and connected to a broad range of housing resources and in an effort to resolve their homelessness situation as quickly as possible.	Low-barrier, Housing First, and supportive residence to persons experiencing homelessness while they are assessed and connected to a broad range of housing resources and in an effort to resolve their homelessness situation as quickly as possible.	Provides low-barrier, safe, and supportive shelter to individuals who are experiencing homelessness while they are assessed and connected to a broad range of housing resources and in an effort to resolve their homelessness situation as quickly as possible. THV-IH sites are in locations identified by the City of Los Angeles. THV-IH units are typically 64-to 100-square foot units and provide temporary housing for adults.
Services*					
Case Management Services	X	X	X	X	X
Residential Supervision	X	X	X	X	X
Crisis Intervention/Conflict De-escalation	X	X	X	X	X
Meals (3 per day)	X	X	X	X	X
Hygiene Facilities	X	X	X	X	X
Emergency Naloxone Administration	X	X	X	X	X
Harm Reduction Services (e.g., sharps containers, overdose prevention resources, amnesty lockers, etc.)	X	X	X	X	X
Employment Placement Programs	X	X	X	X	X
Mainstream Services	X	X	X	X	X
Storage of Personal Property	X	X	X	X	X
Laundry	X	X	X	X	X
Transportation					
Problem solving	X		X	X	X
Housing Navigation	X		X	X	X
LAHSA Program Standards	X		X	X	X
Motel Utilization					
Flexible Fund Assistance					
Intended population	Adults age 18 or older, any individual who identifies as a woman, a trans woman, non-binary, or gender non-conforming	Single Adults	Adults, Transition Age Youth (18+), legally emancipated minors	Adults, Transition Age Youth (18+), legally emancipated minors	Adults, Transition Age Youth (18+), legally emancipated minors

Eligibility Requirements	HUD Homeless Status: ■Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence ■Category 4: Fleeing or attempting to flee domestic violence Referral through the Centralized Referral System** When demand exceeds availability, referrals are prioritized for participants who have experienced longer lengths of homelessness and/or are referred by a street-based outreach team	HUD Homeless Status: ■Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence ■Category 4: Fleeing or attempting to flee domestic violence Referral through LAHSA's Centralized Matching process Rapid Access Pilot Program beds - must be justice-involved adults referred by their Defense Counsel and/or Project 180.	HUD Homeless Status: ■Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence ■Category 4: Fleeing or attempting to flee domestic violence Referral through LAHSA's Centralized Matching process	HUD Homeless Status: ■Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence ■Category 4: Fleeing or attempting to flee domestic violence Referral through LAHSA's Centralized Matching process	HUD Homeless Status: ■Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence ■Category 4: Fleeing or attempting to flee domestic violence Referral through LAHSA's Centralized Matching process
Length of Enrollment	Dependent upon need, progress and engagement towards housing goals documented every 90 days.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.	Dependent upon need, progress and engagement towards housing goals documented every 90 days.
Data Requirements from Provider/Operator	Providers must enter nightly bed services in HMIS for any participant occupying a bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered by provider in HMIS within 1 business day of provision or change in program status.	Entries and exits should be entered into HMIS within one (1) business day.	Providers must enter nightly bed services in HMIS for any participant occupying the bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered into HMIS within 1 business day of provision or changes in program status.	Providers must enter nightly bed services in HMIS for any participant occupying the bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered into HMIS within 1 business day of provision or changes in program status.	Providers must enter nightly bed services in HMIS for any participant occupying the bed within the 24-hour day. Program enrollments, program exits, and bed services must be entered into HMIS within 1 business day of provision or changes in program status.

Safe Parking, Youth, Family, and Transitional Housing (ex: Safe Sleep Village) programs were excluded, as this comparison reflects long-term IH placements only.

*Services include only what is outlined in program LAHSA SRS documents and does not include any additional services providers may offer to clients in their programs.

**The Centralized Referral System (CRS) refers to a collaboration between LAHSA and the Los Angeles County Health Agency (Departments of Health Services, Mental Health, and Public Health).

***LAHSA's Centralized Matching System works closely with contracted providers to provide referrals based on eligibility, prioritization, and unit availability.



(Crisis/Bridge) Housing for Adult Programs Scope of Required Services (SRS)

This Scope of Required Services (SRS) for the (Crisis/Bridge) Housing for Adult Programs contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness. This SRS and the documents that are linked hereto, in combination with *LAHSA Program Standards*, *LAHSA Facility Standards*, *LAHSA Interim Housing Exit and Termination Standards*, and Key Performance Indicators (KPIs) comprise the entire Statement of Work for (Crisis/Bridge) Housing for Adult Programs. LAHSA reserves the right to make any necessary changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System (CES). Contractors/Shelter Program Operators will be notified through policies, interim guidance, and other forms of guidance when deemed necessary.

OVERVIEW

(Crisis/Bridge) Housing for Adult Programs provides a safe, Low-barrier, Housing First, and supportive twenty-four (24) hour residence to persons experiencing homelessness, while they are assessed and connected to a broad range of housing resources and in an effort to resolve their homelessness situation as quickly as possible.

GLOSSARY

(Crisis/Bridge) Housing for Adult Programs: A short-term, twenty-four (24) hour emergency shelter for persons experiencing homelessness. The intention of this emergency housing is to provide participants with a safe place to reside while they are assessed and connected to more permanent and supportive housing resources. Resource referral and case management are primary interventions that are available to all participants. Beds are provided on a first-come, first-served basis.

Coordinated Entry System (CES): The Los Angeles Coordinated Entry System facilitates the coordination and management of a crisis response system's resources that allows service providers, participants, and policy makers to make data-informed decisions from available information to connect people efficiently and effectively to interventions that will rapidly end their homelessness. CES ensures that the highest need, most vulnerable individuals in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible. LAHSA funded System Components are connected and coordinated through the CES in response to end homelessness. All programs operating in the LA CES system must operate with a Housing First, Harm Reduction, Low Barrier, and Trauma-Informed Care approach. Please see LAHSA Program Standards for more detailed definitions of these terms.

Homeless Management Information System (HMIS): HMIS is a U.S. Department of Housing and Urban Development (HUD) mandated information technology system that is designed to capture participant-level information over time, on the characteristics and service needs of homeless persons. Participant data is maintained on a central server, which will contain all participant information in an encrypted state. HMIS integrates data from all homeless service providers and organizations in the community and captures basic descriptive information on every person/household served. Participation in the Los Angeles Continuum of Care (LA CoC) HMIS allows organizations to share information with other participating organizations to create a more coordinated and effective delivery system.

Housing Navigation: Housing Navigation bridges a critical gap in services in the Los Angeles Continuum of Care (LA CoC). Housing Navigation provides housing-focused supportive services for people experiencing homelessness referred from various LAHSA programs with the immediate goal of helping individuals identify, apply for, secure, and move into permanent housing within 120 days of Housing Navigation program enrollment.

Program Standards: Program Standards are contractual requirements which all LAHSA funded programs providing supportive services must adhere to. This document is not a standalone document and is meant to work in conjunction with the Component's Scope of Required Services, which may add to, clarify, or supersede any contractual requirements set forth in the Program Standards document. Link to the Program Standards document: <https://www.lahsa.org/documents?id=2280-lahsa-program-standards.pdf>

Time Limited Subsidy Program: is a combination of the programs formerly classified as permanent housing subsidy programs such as: Rapid Re-Housing, Recovery Re-Housing and Shallow Subsidy. Time Limited Subsidy Programs are Housing First, Low Barrier, Harm Reduction, Crisis Response programs focused on quickly resolving the crisis of homelessness for eligible participants and assisting them in moving into a permanent housing situation. Time Limited Subsidy Programs provide case management and financial assistance including rental subsidies for a period of time up to twenty-four (24) months. Case managers use Progressive Assistance to help program participants rapidly obtain and stabilize in permanent housing in either the private rental market or affordable housing market as available. Time Limited Subsidy Programs should design service provision based on the core components of Rapid Re-Housing: Housing Identification, Rent & Move-in Assistance, and Case Management & Supportive Services. Time Limited Subsidy programs are expected to be aligned with the 2019 LA City and County Rapid Re-Housing Minimum Service and Operation Practice Standards [1] approved by all RRH funders in Los Angeles and by the CES Policy Council in 2019.

ELIGIBILITY FOR CRISIS/BRIDGE HOUSING FOR ADULTS

1. **Eligible Population:** Detailed eligibility for the (Crisis/Bridge) Housing Program for Adults, as well as Contractor responsibilities to verify eligibility, may be found in Appendix I.
 - 1.1. Homeless Status. Participants must be determined to be homeless (Category 1) per HUD's Final Rule on "defining Homeless" (24 CFR parts 91, 576 and 578) or (Category 4) per The McKinney-Vento Homeless Assistance Act (42 U.S.C. 11301 et seq.).
 - 1.1.1. Contractor will be responsible for documenting the determination of the participant's homeless status utilizing LAHSA Approved Homeless Certification Forms. Contractor must upload the LA CoC Homeless Certification Form utilized into HMIS. LA CoC Homeless Certification Forms, ranked in order of preference, include:
 - 1.1.1.1. [LA COC Homeless Verification](#) (Form 6053)
 - 1.1.2. All documentation is required to be placed inside the participant's master file and uploaded into the participant's profile in the Homeless Management Information System (HMIS).
 - 1.1.3. In the case where homelessness is being documented with an HMIS Participant Summary Report, the provider must enter a case note in HMIS indicating the HMIS Participant Summary Report shows the participant was homeless within 7 days of program entry. If hard copy files are maintained, the documentation must be placed inside the participant's master file. This includes the HMIS Participant Summary. Please see the following video on how to upload documents to HMIS: <https://www.wevideo.com/view/1324198999>.
 - 1.2. Participants must be Adults or Transition Age Youth, ages 18 and older.
 - 1.2.1. Unaccompanied Minors are not eligible for enrollment or services: an exemption exists for unaccompanied minors who are legally emancipated.

- 1.3. If participants are unable to manage Activities of Daily Living (i.e. ability to transfer in and out of a bed, bathe, dress, and address hygiene needs independently), participants may need to be provided a reasonable accommodation on a case-by-case basis.
 - 1.3.1. Participants in need of hospitalization or skilled nursing care must be referred to and served by a hospital or specialized programs equipped to offer appropriate levels of care.
2. Contractors must NOT screen out participants, deny referrals, or delay scheduling an intake appointment based on any of the following criteria:
 - 2.1. Past program participation or previous stay at Contractor facilities
 - 2.2. Lack of COVID-19 vaccination or test documentation
 - 2.3. Lack of tuberculous test (TB) documentation
 - 2.4. Lack of Service Animal/Emotional Support Animal (ESA) documentation
 - 2.5. Lack of sobriety
 - 2.6. Lack of income or employment status
 - 2.7. Lack of identification documentation
 - 2.8. The presence of mental health issues, disabilities, or other psychosocial challenges
 - 2.9. Lack of a commitment to participate in treatment
 - 2.10. Justice system involvement
 - 2.11. Presence of or number of evictions
 - 2.12. Any other criteria thought to predict challenges/barriers to long-term housing stability
3. Contractor must NOT permanently ban participants from re-entering the (Crisis/Bridge) Housing for Adult Programs, regardless of reason for participant's exit or termination from previous enrollments in Contractor's programs.
 - 3.1. Contractor must have a policy about how to manage the return of participants who were previously exited due to behaviors that had impacted or threatened to impact the safety of other participants or staff. Policies should incorporate principles of trauma-informed care, be applied equitably, and may include standardized lengths of time for responses to similar situations (e.g., temporary separation before participants are allowed to re-enroll in the (Crisis/Bridge) Housing for Adult Program).

COORDINATED ENTRY SYSTEM (CES) PARTICIPATION

4. (Crisis/Bridge) Housing for Adult Programs are an integral part of the Coordinated Entry System (CES), which was created to ensure consistent approaches for access to, and delivery of, services in Los Angeles County. Therefore, (Crisis/Bridge) programs must work in collaboration with the CES. Please see LAHSA Program Standards for further detail.
5. Participation in the Coordinated Entry System includes regular attendance in SPA-level case coordination and:
 - 5.1. Contractor must comply with LAHSA's established protocol for regular, timely reporting on current bed vacancies/availability and provide additional occupancy updates as requested.
 - 5.2. Contractor must utilize LAHSA-established tracking and database mechanisms for making and receiving referrals.
 - 5.3. Contractor must follow any LAHSA-issued guidance and/or procedures issued on referrals or the system of referrals to shelter.

6. Contractor must establish and maintain relationships with public and community-based service agencies to collaborate and make services available to participants.
 - 6.1. Contractor must ensure that appropriate releases of information sharing (consents) are in place prior to case conference meetings.
 - 6.2. Contractor must participate in LAHSA-hosted cross-agency coordination, training, and case conferencing sessions with public and community-based service agencies.
7. **CES Initial Assessment:** LAHSA no longer requires completion of a CES Survey Tool (i.e., VI-SPDAT for Adults, Next Step Tool for Transition Age Youth, or Family-SPDAT for Families with Children) upon intake.
 - 7.1. The CES Survey Tool may only be administered by staff who have completed LAHSA required trainings. Upon LAHSA's adoption of a new or updated CES Survey Tool, Contractor will be required to complete all necessary training to administer the new or updated CES Survey Tool(s) at the designated stage of engagement.
 - 7.2. Contractor must comply with any forthcoming guidance regarding updating or replacing existing CES Survey Tools.
 - 7.3. The new or updated CES Survey Tool must be administered in a place that allows the participant needed privacy for answering the questions.
 - 7.4. A CES Survey Tool may still be required to determine eligibility for certain types of permanent supportive housing (PSH) resources. If one is needed, Contractor should use the existing CES Survey Tool if a new or updated CES Survey Tool has not been released yet.

SUPPORTIVE SERVICES AND ACTIVITIES

8. Contractor must provide the required Supportive Services and Activities directly or through subcontracted services arrangements. Each participant must be individually assessed for the types of services needed, and Contractor must provide services specifically needed by, and requested by, each participant.
9. **Program Intake:** Contractor must allow for intake of new participants at least five (5) days a week during regular business hours and as long as beds are available.
 - 9.1. Contractors must allow for intake of new participants during extended hours such as weekends and evenings within each Contractor's capacity to allow for intakes during extended hours.
10. **Direct Support Services:** Contractors providing (Crisis/Bridge) Housing for Adult Programs are funded for and must offer the following services directly to participants in the program:
 - 10.1. Twenty-four (24) hour bed availability
 - 10.2. Case Management
 - 10.3. Document Collection
 - 10.4. Resource Coordination Meetings
 - 10.5. Problem-Solving
 - 10.6. Connection to LA County's Mainstream Benefits/Services
 - 10.7. Connection to Employment Development/Placement Programs
 - 10.8. Harm Reduction Services (e.g., sharps containers, overdose prevention resources, amnesty lockers)
 - 10.9. Residential Supervision
 - 10.10. Crisis Intervention & Conflict De-escalation
 - 10.11. Restrooms & Showers

11. **Problem-Solving Intervention (Diversion):** The first conversation upon entry will be to assess the possibility of assisting the household to quickly self-resolve their housing crisis through connection/ reconnection with their social support network, connection to community resources, or limited Problem-Solving Assistance Funds (PSAF) provision. For additional information, please see Problem-Solving: A Guide for Implementation and Best Practices which can be accessed here: <https://www.lahsa.org/documents?id=3899-problem-solving-a-guide-for-implementation-and-best-practices-3899.pdf>.
 - 11.1. Problem-Solving Housing Outcomes include (1) maintaining permanent housing, (2) moving in temporarily with family/ friends, (3) moving in permanently with family/ friends, (4) relocation out of town, and (5) identifying new permanent housing.
 - 11.2. If it is determined through Problem-Solving (Diversion) conversations that one-time financial assistance is needed to resolve the participant's housing crisis and successfully divert entry into or quickly exit from the (Crisis/Bridge) Housing for Adult Program, the Contractor must review household eligibility and utilize eligible funding to ensure identified outcome. If needed, contractor may submit a request for PSAF (<https://www.lahsa.org/documents?id=3898-form-3898-problem-solving-assistance-request.pdf>). Contractor can contact Problem-Solving@lahsa.org for general questions and case conferencing or PSAssistanceFunds@lahsa.org for PSAF questions or following up on requests for funds.
 - 11.3. If Problem Solving is not initially successful at program entry, Contractor should continue to have ongoing Problem-Solving conversations until a housing outcome is identified while the participant is enrolled in the (Crisis/Bridge) Housing for Adult Program.
12. **Meal Distribution:** All participants must be provided three (3) daily nutritional meals (breakfast, lunch, dinner) provided by the Contractor or a subcontracted vendor. Contractor must make accommodations for participants with dietary restrictions or who miss the designated mealtime to ensure that they still receive their meals.
13. **Security:** Contractor is required to oversee and promote the safety of (Crisis/Bridge) Housing for Adult Programs participants, staff, and invited guests. The contractor must take a trauma-informed approach to providing security at the site and have standard operating procedures to ensure safety of all residents.
14. **Emergency Naloxone Administration:** All interim housing provider staff must be trained to administer Narcan to participants experiencing an opioid overdose emergency and responsible for maintaining an inventory of Narcan.
15. **Communicable Disease Prevention and Response Practices:** Contractor is required to abide by all screening, prevention, and response practices designated by the LA County Department of Public Health (DPH). Contractor will ensure that staff and participants adhere to any Orders issued by the State or County's Health Officer when in effect. Please see LAHSA Program Standards for additional guidance.
16. **Case Management Services:** Case Management Services are provided by (Crisis/Bridge) Housing for Adult Programs staff to assist participants in moving forward in accessing permanent housing. The primary objective of Case Management/ Support Services for (Crisis/Bridge) for Adult Programs is to support participants with obtaining any documents needed to become "Document Ready." Additionally, case management shall also include an organized approach to tracking and managing participant progress including referrals and connections to Housing Navigation and permanent housing programs.
 - 16.1. Contractor must provide Case Management that is offered in accordance with Housing First and trauma-informed care principles to assist participants to self-resolve their housing crisis and/or be connected to a permanent housing provider.

- 16.2. Contractor must document the content and outcome of case management meetings with participants as case notes under the designated program in HMIS. Please see LAHSA's Program Level Case Note video on how to do this: https://www.youtube.com/watch?v=Hg39kR6ms_s.
- 16.3. To maintain the momentum of participants' progress towards obtaining permanent housing, the Contractor must offer case management services to each participant at least one (1) time per month. The frequency of how often case management services is offered to each participant can be increased depending on need and availability.
- 16.4. Contractors must support participants with obtaining documents needed for permanent housing placements including but not limited to: Government Issued Identification Card, Social Security Card, and other necessary documents to move swiftly into permanent housing.
 - 16.4.1. Support with document collection includes but is not limited to assisting participants with completing applications and accompanying participants to appointments.
- 16.5. All efforts on behalf of the Contractor to engage a participant in case management services should be documented in HMIS as well as the response from the participant.
 - 16.5.1. Case notes in HMIS should be documented in a manner that is succinct, objective, and factual.
17. **Case Management Ratio:** Contractors are recommended to maintain a ratio of approximately one (1) staff to every twenty-five (25) participants for optimal service delivery.
 - 17.1. The specific ratio of staff members to participants for case management services should be determined through consultation with Supervising or Managing level staff, taking into consideration the frequency of services needed for participants based on individual need.
18. **Resource Coordination Meetings:** Interim Housing contractors are required to coordinate and support oversight of program placements between service providers for participants to move swiftly into permanent housing. Contractors will hold regular meetings with Housing Navigation and Time Limited Subsidy service providers to coordinate care and movement into permanent housing and will have access to overall planning for participants.
 - 18.1. Contractor is responsible for submitting referrals to Housing Navigation in HMIS for eligible participants when Housing Navigation slots are available to them.
 - 18.2. Contractor is expected to follow any prioritization guidance for HN referrals approved by the CES Policy Council.
 - 18.3. Contractor should refer to this Interim Housing to Housing Navigation Implementation Training for additional guidance: <https://www.lahsa.org/documents?id=6975-lahsa-ih-to-hn-implementation-training>.
 - 18.4. Contractor must comply with any forthcoming guidance regarding Resource Coordination Meetings and the referral process linking participants to Housing Navigation services.
19. **Mainstream Benefits:** Contractor must establish procedures for referring eligible and interested participants to mainstream benefit services (e.g., services available through Department of Social Services, Department of Health Services – Countywide Benefits Entitlement Service Team (CBEST), Department of Mental Health, Department of Public Health - Substance Abuse Prevention and Control (SAPC)).

20. **Employment Development/Placement Programs:** Contractor must establish and maintain effective working relationships with employment programs, such as local Work Source Centers to assist participants in engaging in services to prepare for and obtain employment. The goal of these services is to improve the participant's financial situation to increase the participant's ability to live independently.

LENGTH OF ENROLLMENT

21. Contractor must strive to assist participants in moving out of (Crisis/Bridge) Housing for Adult Programs and into permanent housing as quickly as possible. The total length of stay can and should be individually determined, based on the participants need. Progress and engagement towards housing goals must be documented and reviewed when a participant is approaching an initial 90-day length of stay and, so long as participant stays in the program, every 90 days after. See Appendix I for details regarding reasons for extension and required documentation.

PROGRAM PARTICIPATION GUIDELINES

22. Contractor must incorporate as part of their program, a set of program participation guidelines that serve as protocols for ensuring the safety and security of program participants, as well as program staff. These guidelines must be presented to LAHSA staff prior to the start of operations for review and approval by LAHSA.
- 22.1. Program participation guidelines must incorporate language to support a Low-Barrier, Harm Reduction, and Housing First approach required of all programs.
- 22.2. Program participation guidelines must be participant-centered to minimize barriers to accessing a (Crisis/Bridge) Housing for Adult Program bed and also prevent/minimize exits from program due to Rule violations.
23. Contractor must create a Program Participation Guideline Agreement form. Contractor must review the form with the participant upon program enrollment. The form must include a participant consent section that is signed and dated by the participant with a witness signature and dated to be signed by the contractor. Upon signature of the Program Participation Guideline Agreement, the participant is consenting to participate in the program and is certifying that they have read (or have been read) the program guidelines, and that they understand and consent to the expectations regarding abiding by the program guidelines.

EXITING PARTICIPANTS

24. Contractor must abide by **LAHSA's Interim Housing Exit and Termination Standards**, and develop and document clear program termination policies and related procedures that align with these expectations.

HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

25. Contractor shall refer to **LAHSA Program Standards** for details regarding Contractor requirements for utilization of HMIS.
26. Providers are required to enter nightly bed services for all participants who are occupying a bed at their site. A bed service must be entered for any participant who is physically occupying their bed at any point in the 24-hour day. Flexibility should be granted to participants who keep a non-traditional sleep or work schedule when entering bed services.
- 26.1. A bed service is not applicable to any other service that a participant may be receiving from the (Crisis/Bridge) Housing for Adult Program.

27. Program enrollments, program exits, and bed services must be entered in HMIS within one (1) business day following the provision of services or change to a participant's program status.
28. When exiting a participant from the program, the Contractor will use either a) the date of the last service provided, or b) the date following the last bed service – whichever was last provided under the program enrollment.
29. With any participant, the Contractor must complete a Status Change Assessment when there are changes in regular Income (as defined in the HUD Data Standards), Employment Status, and/or Disabling Conditions and Barriers as Status Update Assessments throughout their program enrollment.

PARTICIPANT FILE

30. Contractor must maintain a hard case file for each participant.
31. Collection of identification and income verification documents is recommended but **not** required for enrollment into the program. If participant does not have these documents at the time of program entry, Contractor must assist participant with obtaining them. Once obtained, copies of these documents must be kept in the participant's file.
32. Core documents for (Crisis/Bridge) Housing for Adult Programs Participant Files include the following, but are not limited to:

Document	Guidance
Participant Identification	Required - See Appendix I for details.
Program Participation Guideline Agreement	Agency created form. Must be dated and signed by the participant and Contractor and must indicate that the program site does not establish tenancy
Grievance Procedure Acknowledgement	Agency created form. Must be dated and signed by the participant and Contractor. See LAHSA Program Standards for additional guidance.
CES Initial Assessment	Complete in alignment with procedures developed by LAHSA.
Verification of Homelessness	Required – Use the LA COC Homeless Verification Form (Form 6053) located here: https://www.lahsa.org/documents?id=6053-la-coc-homelessness-verification-form-6053-.pdf .
Income Documents	Current proof of income must be uploaded to HMIS if it has not already been uploaded. If proof of income is outdated or not currently available, the participant should complete Form 1087 - Self Declaration of Income/ No Income Form and the form should be uploaded to HMIS.
Housing and Services Plan	Optional - Use LAHSA-approved form and track the date the Housing and Services Plan was completed in HMIS. Form is located here: https://www.lahsa.org/documents?id=1186-form-1186-housing-services-plan-english-.pdf .
Budget Tool	Optional, use as needed
Case Notes	Required- Enter into HMIS
Exit Summary Form or Agency-specific exit form	Required- Use the LAHSA-approved Exit Summary Form located here: https://www.lahsa.org/documents?id=1081-form-1081-exit-summary.pdf . Contractor can also use their agency-specific exit form.
Notice(s) of Noncompliance and/or Termination Notice	Required (as applicable)-Documents must also be uploaded to HMIS. Refer to LAHSA Interim Housing Exit and Termination Standards document for further guidance.

FACILITIES AND OPERATIONS

33. **Harm Reduction and Trauma Informed Program Design:** These principles shall be incorporated into all aspects of the program's facility. Core design components are listed below.

- 33.1. Creating trauma-informed programs requires continual review of policies to see what works and what may be re-traumatizing to trauma survivors. Contractor must have a regular review of policies to update practices and guidelines to make them as relevant as possible to the participants being served.
- 33.2. Contractor must utilize the Trauma-Informed Organizational Toolkit to self-assess its program and facility for fidelity to the trauma-informed model and to develop aligned policies and procedures. (Trauma-Informed Organizational Toolkit – <https://www.lahsa.org/documents?id=1691-trauma-informed-organizational-toolkit.pdf>)
- 33.3. Contractors are permitted to prohibit the possession and/or use of weapons, alcohol, and/or illegal drugs on the site.
 - 33.3.1. Contractors must, however, establish Harm Reduction policies, practices, and procedures designed to minimize negative consequences resulting from participants use or possession of contraband items as referenced above.
- 33.4. Sharps Container - Contractor must ensure that a sharps container is available on-site and is accessible to participants. Sharps must be disposed of in an appropriate manner.
- 33.5. Amnesty Lockers - Contractors shall provide amnesty lockers for participants to discreetly lock and store personal property before entering the shelter. Contractor is expected to develop Policies and Procedures regarding the use of amnesty lockers.
 - 33.5.1. Items stored in amnesty lockers may not be accessible to program participants while within the grounds of the Interim Housing program.
 - 33.5.2. Contractors must return participant's items upon participant request, and upon exiting the grounds of the (Crisis/Bridge) Housing for Adult Programs.
- 33.6. Harm Reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of participants and/or staff.

34. **Pets:** As pets often provide important companionship for participants, Contractors are encouraged to accommodate incoming participants with pets within their capacity to do so. The term "pet" refers to a participant's animal(s) that is not otherwise identified as a Service Animal or Emotional Support Animal. Contractor are encouraged to develop policies and procedures for working with participants with pets.

- 34.1. The recommendation in Section 34 is specific to pets not classified as Service Animals or Emotional Support Animals. Contractors are still required to adhere to state and federal laws regarding providing reasonable accommodation to participants with service animals or emotional support animals. Please see LAHSA Program Standards for further guidance on Service Animals and Emotional Support Animals.

35. Contractor must allow for twenty-four (24) hour access to the (Crisis/Bridge) Housing for Adult Programs for participants. Contractor may implement quiet hours when needed, such as to address the following:

- 35.1. Community agreements

- 35.2. A desire not to create sleep disturbance if in communal areas
- 35.3. Good neighbor policies
- 36. Contractor must have, or provide access to, a phone which participants can use within reasonable limits.
- 37. Contractor must return funds and/or possessions held on behalf of a participant within twenty-four (24) hours of the participant's request.
- 38. The facilities used to provide (Crisis/Bridge) Housing for Adult Programs may provide beds or cots in a single-site facility with sleeping accommodations in multiple rooms or a congregate dormitory setting. Bunk beds are acceptable for use; however, Contractor must create policies and procedures addressing accessibility.
- 39. Contractor shall provide basic furnishings in the bedrooms and common areas of the facility.
- 40. All shared bedrooms must be in compliance with LAHSA's Equal Access Policy.
- 41. Contractor must provide accommodation for mixed-gender and same-gender couples, as available.
- 42. There must be a minimum of three (3) feet, or thirty-six (36) inches between the long side of adjacent beds or cots. The configuration of beds / cots in a dormitory or large room setting must include aisles that are sufficient in size and placement to facilitate ease of passage in the event that an emergency evacuation of the facility is necessary. Appropriate pandemic mitigation measures must be in place and consultation with LAHSA staff if bed spacing changes are made or required by the Department of Public Health.
- 43. The facilities must also provide, at a minimum, a laundry facility (or provide participants with assistance connecting to laundromat services) so that they can wash their clothing. See LAHSA Facility Standards for further guidance: <https://www.lahsa.org/documents?id=2767-lahsa-facility-standards.pdf>.
- 44. On-site storage: Contractor must provide each participant with access to storage for personal possessions which they should have access to during their time in the (Crisis/Bridge) Housing for Adult Programs. Minimum storage must be the equivalent of a standard 12" x 12" x 12" locker. Additional storage must be made available as facility capacity allows.

CONTRACTOR OBLIGATIONS

- 45. Please see the **LAHSA Program Standards** and **LAHSA Facility Standards** for a detailed description of additional requirements.
- 46. Contractor must submit copies of all Policies and Procedures to LAHSA for approval within ten (10) business days of a site opening OR when new policies/procedures are created OR when changes are made to existing policies and procedures.
- 47. Policies and Procedures that must be submitted to LAHSA for approval include, but are not limited to:
 - 47.1. Participant guidelines
 - 47.2. Mental health crises and psychiatric emergencies
 - 47.3. On-site substance use and substance use-related emergencies
 - 47.4. Conflict response and de-escalation
 - 47.5. Threats, physical altercations, and incidents of violence
 - 47.6. Participant exits (voluntary and involuntary)
 - 47.7. Re-enrollment of previously exited participants
 - 47.8. Storage, training, and distribution of Narcan

PERSONNEL

48. Contractor must assign staff with background experience and expertise to provide the services required in the Scope of Required Services (SRS).
49. Contractor must abide by the list of required staff trainings outlined in the **LAHSA Program Standards**.
 - 49.1. In addition to the trainings outlined in the LAHSA Program Standards, Contractor is required to ensure all support services staff complete a training on administering Naloxone (NARCAN) to a participant in the event of an opioid overdose.
 - 49.2. Direct-service staff are to be offered and required to participate in ongoing training on topics such as trauma-informed care, harm reduction, housing-first, and low barrier access topics. See **Appendix II** for more information.
 - 49.3. Contractor must comply with any additional required trainings as directed by LAHSA.

APPENDIX I. (Crisis/Bridge) Housing for Adult Programs Eligibility

Homelessness Status	Eligible Participants: Participants must be determined to be homeless (Category 1) per HUD’s Final Rule on “defining Homeless” (24 CFR parts 91, 576 and 578) or (Category 4) per The McKinney-Vento Homeless Assistance Act (42 U.S.C. 11301 et seq.). <u>Category 1:</u> Literal Homeless- An individual or family who lacks a fixed, regular, and adequate nighttime residence, which includes one of the following: i. Has primary nighttime residence that is a public or private place not meant for human habitation. Examples include street, park, vehicle, abandoned building, bus/train station, airport, camping ground); ii. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (Emergency shelter, transitional housing, motel/motel paid by government or charitable organization); <u>or</u> iii. Exiting an institution where (s)he has resided for 90 days or less AND were residing in an emergency shelter or place not meant for human habitation immediately before entering institution. Examples of Institutions include a medical hospital, psychiatric hospital, jail, prison, substance abuse treatment facility, and dependent care facility. <u>Category 4:</u> Individuals/families experiencing trauma or a lack of safety related to, or fleeing or attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking, or other dangerous, traumatic, or life-threatening conditions related to the violence against the individual or a family member in the individual’s or family’s current housing situation, including where the health and safety of children are jeopardized; and includes all of the following: i. Have no identified residence, resources or support networks; AND ii. Lack the resources and support networks needed to obtain other permanent housing.
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APPENDIX I. (Crisis/Bridge) Housing for Adult Programs Eligibility (Continued)

Homelessness Status, Continued	Acceptable Verification: - For individuals determined to be homeless (Category 1 or 4), homelessness status must be verified and documented using either a HMIS Client Summary Report or the LA CoC Homeless Certification Form or the LA CoC Imminent Risk of Homelessness Form (Category 2). <i>HMIS Client Summary Report:</i> Providers seeking to document a client’s homelessness (Category 1 or Category 4) should first run the participant’s Client Summary report on HMIS. If the Client Summary Report verifies the individual is actively in a homeless program within seven (7) days, the provider may print the HMIS Client Summary Report and place in the participant’s file. If the Client Summary does not show the client met/meets the Category 1 or Category 4 definition within the last seven (7) days, the provider will need to use one of the LAHSA-approved forms to document a client’s homelessness at program entry. <i>LA CoC Homeless Verification Form (Form 6053)</i> – Use this form to verify homelessness for Categories 1 & 4. https://www.lahsa.org/documents?id=6053-la-coc-homelessness-verification-form-6053-.pdf.		
Geography	Participants must be current residents of the County of Los Angeles. If the person reports that they slept within the County of Los Angeles the night previous to assessment they would be considered a current resident of Los Angeles.		
Participant Identification	Participants are required to have a form of identification on file. If a participant does not have an identification card at the time of the program screening, Contractor must not deny the participant entry to the program rather assist the participant in obtaining an identification card.		
	Category [A] are acceptable forms of government issued photo identification cards. If the participant does not have any of the acceptable identification cards listed in Category [A] they may provide one acceptable form of alternative photo identification in Category [B] along with one acceptable non-photo form of identification in Category [C] to meet the government issue identification requirement. A copy of a social security card is NOT required for the program.		
	[Category A] Government issued photo Identification Card (ID) - State-issued DMV ID - State-issued DMV Driver’s license - Passport/ Passport Card - US Military ID - Immigration Services (USCIS) ID - Visa issued by department of state - Government issued ID	[Category B] Alternative Forms of acceptable photo identification Card (ID) - Student ID - Shelter ID - Employment ID - Bank/ Debit/ Credit Card - Transportation Card (METRO) - Library Card - Gym Membership Card - Warehouse Membership Card	[Category C] Alternative Forms of acceptable non-photo identification - Birth certificate - Utility Bill - Lease/ rental contract - School Records - Medical / Dental insurance card - Debit/ bank card - Credit card - Legal records/court documentation - Tax Identification Number/Paperwork (TIN) - Social Security card - American Automobile Association (AAA) card - American Association of Retired Persons (AARP)

APPENDIX I. (Crisis/Bridge) Housing for Adult Programs Eligibility (Continued)

Length of Stay	(Crisis/Bridge) Housing for Adult Programs has no time limit: the total length of stay can and should be individually determined, based on the participant's need. Progress and engagement towards housing goals must be documented and reviewed when a participant is approaching an initial 90-day length of stay and, so long as participant stays in the program, every 90 days after. Contractors must complete LAHSA-approved <i>Interim Housing Extension Form(s)</i> (https://www.lahsa.org/documents?id=1072-form-1072-bridge-housing-program-90-day-extension-form.pdf) at each of these designated intervals for the participant to maintain eligibility. Ongoing eligibility shall be extended for the following reasons: • Participant has been matched to housing but has not been able to identify a suitable unit or is still going through the application process with a permanent housing provider. • Participant meets prioritization criteria established through the LA CoC CES but has not yet been matched to a housing resource. • Participant is currently working towards one or more goals established in the Housing and Services Plan but not yet connected to a housing resource. Contractors are expected to apply a low barrier approach when considering a participant's progress towards their goal(s). The Interim Housing Extension Form(s) must be stored in the participant's file and documentation must be maintained in case notes within HMIS.
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APPENDIX II: Required Staff Trainings - All trainings can be located on LAHSA's Centralized Training Academy website (<https://lahsa.configio.com/>).

Required Training	Applicable Staff	Priority Level
HMIS	Case Managers	Immediate
Case Management and Systems Navigation I	All Staff (Entry level)	Immediate
Case Management and Systems Navigation II	Direct service staff (with minimum of 6 months homeless services experience)	Immediate
Care Coordination and System Navigation III	Supervisors Only	Immediate
Problem Solving	Case Managers	Moderate
Boundaries and Ethics	All Staff	Moderate
De-escalation	All Staff	Immediate
Harm Reduction	All Staff	Immediate
Trauma Informed Care 101 & 102	All Staff	Immediate
Motivational Interviewing	Case Managers	Moderate
Quality Standards	Supervisors	Moderate
Mandated Reporter Training	Direct Service Staff	Immediate
Overdose Education and Naloxone Distribution	Direct Service Staff	Immediate
Document Acquisition	Case Managers	Immediate

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