



707 Wilshire Blvd., 10th Floor
Los Angeles, CA 90017
Ph: 213 683.3333
Fax: 213 892.0093
TTY: 213 553.8488
www.lahsa.org

MEMO

To: Honorable Members of the Los Angeles City Council

From: Bevin Kuhn, Deputy Chief Analytics Officer 
[Bevin Kuhn \(Feb 24, 2026 09:03:56 PST\)](#)

Date: February 24, 2026

CC: Paul Rubenstein, Deputy Chief External Relations Officer

Re: **Report on Housing and Engagement Dashboards (Council File 24-0211)**

This memorandum is submitted in response to [Council File 24-0211](#), initiated by the Los Angeles Homeless Services Authority (LAHSA), for the City of Los Angeles Housing and Homelessness Committee. LAHSA has provided updated dashboards monthly, detailing engagements with people experiencing homelessness across the City of Los Angeles. Following the establishment of dynamic, public data dashboards on the LAHSA website, LAHSA will discontinue submitting static images of this information. This report outlines the dynamic dashboards, their features, and enhancements underway.

RECOMMENDATION

That the City Council, subject to the approval of the Mayor of Los Angeles:

1. Note and file this Report.

BACKGROUND

In February of 2024, LAHSA built prototype dashboards that detailed work performed by programs operating within the City of Los Angeles. These dashboards were organized by component (outreach, interim housing, and permanent housing) and provided snapshots of progress in addressing the City's homelessness crisis. To boost transparency and aid policy decisions, LAHSA committed to uploading these monthly reports to Council File 24-0211.

In September 2024, LAHSA launched dynamic programmatic and outreach dashboards on the www.lahsa.org website, which are updated weekly or monthly. In September 2024, LAHSA launched dynamic programmatic and outreach dashboards on the www.lahsa.org website, which are updated weekly or monthly. These give the public and Council Offices full access to data that is not bound by how often LAHSA uploads reports. Stakeholders can also narrow their search criteria by date, district, program, and service provider. Based on the availability of these dashboards, LAHSA intends to discontinue uploading static reports, which do not have these features.

The web-based dynamic dashboards offer insights into outreach, interim housing, and Key Performance Indicators (KPIs), increasing accountability as well as our understanding of what works best as we work to end homelessness in the region. With just a few clicks, the public can filter each dashboard to see how many people were helped by LAHSA-funded programs in their community, how much impact individual programs have had, the performance of their local service providers, and more. Each public-facing



707 Wilshire Blvd., 10th Floor
Los Angeles, CA 90017
Ph: 213 683.3333
Fax: 213 892.0093
TTY: 213 553.8488
www.lahsa.org

MEMO

dashboard has interactive elements that users can click and hover over, allowing for granular analysis of complex programs serving people experiencing homelessness in the City of LA.

DASHBOARD INFRASTRUCTURE

Information Protections and Privacy

LAHSA takes participant confidentiality seriously and follows [HMIS Policies & Procedures](#)¹ around access to HMIS data. There are various measures implemented to ensure participant data is protected and only the correct users have access. Data accessibility is protected by role and additionally by Tableau site configuration. Tableau is set up with several view options, including stakeholder and external public information. Stakeholder view is provided to all providers, elected offices and other stakeholders directly working in the Homeless Services System. The external view hosts all dashboards that sit on the public website. The public website hosts non-identifiable aggregate information only. Anyone on the LAHSA website can access this information.

To gain access to Tableau, users must complete a Tableau user agreement which further outlines expectations around data privacy and security. Because all LAHSA-affiliated Tableau license holders sign this agreement, LAHSA can hold users personally accountable if they fail to comply with privacy and usage rules. Additionally, LAHSA requires an HMIS user agreement for any Tableau account that needs access to protected information or identifiable participant data. Otherwise, accounts are granted access only to aggregated program information, with no participant-level data shown. Once LAHSA grants users access, they are put into user groups and only permitted access to information aligned with their role and access level.

Multiple checks are in place to ensure that participant data is not published on public sites, and that only aggregated data is available to the public and those on the stakeholder view who are not permitted HMIS access as stipulated in the HMIS Access Policy. Additionally, LAHSA trains staff and regularly conducts reviews to ensure proper settings are activated in dashboards to prevent the sharing of restricted data. Finally, only select leadership members within the Data & Analytics team have the permissions necessary to publish dashboards to the stakeholder and external sites, as a final failsafe to ensure that no dashboards or data sources become visible to the public without the proper review and security settings in place.

Availability

LAHSA's public dashboards are currently available via desktop computer on the www.lahsa.org website. Each Los Angeles City Council office has two institutional stakeholder access licenses for Tableau to access in-progress and workflow data through enhanced and more frequently updated versions of the publicly available dashboards. LAHSA welcomes feedback from elected offices and encourages City

¹ <https://www.lahsa.org/documents?id=1128-la-hmis-policies-and-procedures.pdf>



707 Wilshire Blvd., 10th Floor
Los Angeles, CA 90017
Ph: 213 683.3333
Fax: 213 892.0093
TTY: 213 553.8488
www.lahsa.org

MEMO

Councilmembers and their staff to explore our dashboards. Details on how to submit feedback are covered at the end of this report.

DYNAMIC DASHBOARD OVERVIEWS

The sections below cover each dynamic dashboard as they currently exist. Each dashboard is hosted on LAHSA's website (www.lahsa.org) and can be easily accessed by elected offices and the public.

Homeless Count Dashboards

LAHSA hosts two Homeless Count Dashboards, the Homeless Count Overview Dashboard² and the Homeless Count Local Data Dashboard³, both of which were originally released in 2024 and are updated annually. These dashboards show local actual counts and overall estimates from the Greater Los Angeles Point-in-Time Counts for the LA Continuum of Care (CoC), and users can easily toggle by year, geographical location, City Council Districts, and Neighborhood Council areas. Both the 2025 and the 2024 Homeless Count Overview Dashboards are publicly available. The 2026 Homeless Count dashboard is expected to be available in Q3 2026.

System Key Performance Indicators (sKPIs)

LAHSA hosts multiple dashboards to track System KPIs⁴, which summarize programs and participant demographics and are updated quarterly. These dashboards help users understand how efficiently services are operating, who programs are serving, and how people move through the homeless services system. The KPIs are broken down into three main program areas: Street Outreach, Interim Housing, and Time-Limited Subsidies. For each, the dashboard presents an overview and the demographics of people served. Users can also toggle between reports for Adult, Family, and Transitional Age Youth (TAY) programs. The data for the sKPIs come from the Los Angeles, Glendale, Long Beach and Pasadena Continuums of Care and includes all programs in the regional HMIS, not just LAHSA administered programs.

Programmatic Key Performance Indicators (pKPIs)

The pKPI Dashboards⁵, updated monthly, provide insight into the metrics that all LAHSA-funded programs are evaluated on and how each program is performing compared to these metrics. In FY 2024-25, LAHSA created new KPIs for each program type, including Access & Engagement (i.e., Safe Parking, Safe Sleep, and Homeless Engagement Teams), Interim Housing, and Permanent Housing (e.g., Time-Limited Subsidies and Housing Navigation). Beyond the public benefit of these dashboards, providers are expected to regularly review internal pKPI dashboards that include participant-level data to ensure that their

² <https://www.lahsa.org/data-refresh/home/datadashboard?id=57>

³ <https://www.lahsa.org/data-refresh/home/datadashboard?id=58>

⁴ <https://www.lahsa.org/data-refresh/home/datadashboard?id=56>

⁵ <https://www.lahsa.org/data-refresh/home/datadashboard?id=61>



707 Wilshire Blvd., 10th Floor
Los Angeles, CA 90017
Ph: 213 683.3333
Fax: 213 892.0093
TTY: 213 553.8488
www.lahsa.org

MEMO

programs are on track to meet performance goals. LAHSA also reviews pKPI scores and corresponding financial data with providers monthly via the Grant Management and Compliance (GMC) team. Holistically, these pKPIs ensure that each program focuses on specific goals that move participants effectively through their housing journey. These pKPIs underlie LAHSA's Active System Management (described further below), the tool used to ensure that service providers are meeting their program targets.

The pKPI Dashboards should not be confused with the System Key Performance Indicators listed above. The pKPI Dashboard reports on program-level performance metrics, while the sKPI dashboard reports on performance metrics across the system.

Interim Housing Program Overview Dashboards

The Interim Housing Dashboard⁶, updated monthly for the public and weekly for internal stakeholders, serves as a point-in-time snapshot with macro-level insights over time. Spanning data over six (6) fiscal years, this dashboard reports on LAHSA Interim Housing Programs as well as some non-LAHSA-funded Interim Housing. The dashboard summarizes current program participation (including bed utilization, a long-desired metric) as well as data on entries and exits by fiscal year. It also shows the number of "document ready" individuals at Interim Housing sites ready for Permanent Supportive Housing.

Street Outreach Program Overview Dashboards

Updated monthly for providers, the Street Outreach Dashboard⁷ tracks the primary route through which people experiencing homelessness access system resources through outreach efforts. It provides a foundation for the Los Angeles CoC's street outreach programs as well as the services provided by each program. Using data from a rolling 18 months, this dashboard includes the total number of participants served, participants exited, participants newly contacted, participants engaged, and active participants.

Veteran By-Name List Dashboard

The CoC tracks veteran homelessness in Los Angeles through the Veteran By-Name List Dashboard⁸, which is updated monthly for the public. It is maintained collaboratively by the U.S. Department of Veterans Affairs (VA), provider agencies, the LA County Department of Military and Veterans Affairs, and LAHSA. The dashboard combines data on all veterans in the Homeless Management Information System (HMIS) and the VA's Homeless Operation Management and Evaluation System (HOMES) to help match veterans with permanent housing using data on participation, eligibility, enrollments, and documentation status. The current Tableau-based dashboard was released in 2025, after a major overhaul that allows for regularly updated summary reporting on progress toward the goal of housing homeless veterans.

⁶ <https://www.lahsa.org/data-refresh/home/datadashboard?id=62>

⁷ <https://www.lahsa.org/data-refresh/home/datadashboard?id=63>

⁸ <https://www.lahsa.org/data-refresh/home/datadashboard?id=67>



707 Wilshire Blvd., 10th Floor
Los Angeles, CA 90017
Ph: 213 683.3333
Fax: 213 892.0093
TTY: 213 553.8488
www.lahsa.org

MEMO

Inside Safe Encampment Resolution Dashboard

The City's primary encampment resolution initiative (Inside Safe) focuses on bringing people inside from tents and encampments. Updated monthly, the Inside Safe Dashboard⁹ provides a high-level overview of the program's operations and participation, including demographic information, outcomes, and current statuses of all participants affiliated with the Inside Safe Encampment Resolution Initiative.

Active System Management

In addition to public-facing dashboards, LAHSA hosts Active System Management (ASM) Dashboards that provide support to service providers in their daily work with people experiencing homelessness. The ASM dashboards allow providers and grant administrators to have a big picture view of their programs ability to move people through the rehousing system. Additionally, the ASM Dashboards allow providers granular details down to the participant level so they can best address individual needs and move the system forward.

These ASM dashboards allow LAHSA staff to understand the status of individual participants and programs as a whole in relation to goals, targets, and expectations. The dashboards provide consistent guidelines, ensuring continuity in staff data literacy and understanding of KPIs. The ASM dashboards ensure LAHSA is practicing good grant management, and that across the CoC, providers are working in lockstep toward common goals.

ITERATION AND FUTURE DEVELOPMENT

Dashboards in Progress

There are several dashboards expected to be released in the coming year, including:

- Overhauled pKPI Dashboard and Scorecard Dashboard – *Expected Release Q3 2026*
- Time Limited Subsidies Dashboard – *Expected Release Q3 2026*
- Encampment Module – *Expected Release Q3 2026*
- Permanent Supportive Housing Dashboards – *Expected Release Q3 2026*

Prioritization of dashboard publication is driven by requests from external stakeholders and providers. Additionally, LAHSA continues to provide ad-hoc data reports in response to stakeholder requests.

Monitoring City Programs

Using comprehensive homelessness data to improve and inform policy will allow the City to make better decisions that fuel better outcomes. LAHSA looks forward to continuing our partnership with the City to scale research and data analysis across the system. LAHSA has already begun to work closely with the new LA City Bureau of Homelessness Oversight to examine dashboards and identify where improvements can

⁹ <https://www.lahsa.org/data-refresh/home/datadashboard?id=59>



707 Wilshire Blvd., 10th Floor
Los Angeles, CA 90017
Ph: 213 683.3333
Fax: 213 892.0093
TTY: 213 553.8488
www.lahsa.org

MEMO

be made. Additionally, the LA Homeless Strategy Committee has also been instrumental in working with LAHSA data to identify data-driven improvements to the homelessness programs in the City.

Limitations

For LAHSA to continue updating and expanding the Dashboards, we must have sufficient support from the City. This support needs to factor in not only the staff building the dashboards and performing the analysis, but also the underlying data infrastructure (including HMIS, the Resource Management System (RMS), and Tableau), the staff maintaining the database infrastructure, and the training team that ensures all users enter and collect data appropriately.

Dashboard Feedback Form

Creating, updating, and maintaining LAHSA's dashboards is an ongoing and collaborative process. To facilitate this process, LAHSA has developed a Dashboard Feedback Form. To date, public usage of the Dashboard Feedback Form has been limited, with only 34 submissions since its creation over one year ago. The analytics team regularly reviews feedback from the form and identifies items to add to internal change logs or otherwise respond directly to. If dashboard users encounter a bug or seemingly incomplete results, our Data, Analytics, & Training Department welcomes feedback via our Dashboard Feedback Form: <https://app.smartsheet.com/b/form/923906eb956e4c3e85a3c6b5ec416d65>.

Internal stakeholders, including City agency and Councilmember Office staff, are also encouraged to submit tickets with dashboard feedback or requests to LAHSA's ticketing system at <https://lahsa.freshservice.com/support/home>.