Welcome to the LA-HOP User’s Guide

Welcome to the Los Angeles County Homeless Outreach Portal (LA-HOP)! This County-wide, web-based portal was designed by the Los Angeles Homeless Services Authority (LAHSA) in close collaboration with the Los Angeles County Health Agency and our broader outreach family to (1) ensure constituents can easily submit requests for homeless outreach (2) educate our community about what outreach teams can and can’t do and (3) support the unique needs of outreach teams to respond to these requests. We are grateful for Measure H, which supported the development of LA-HOP.
How long does it take a team to respond?
Due to high demand, it may take a few days for an outreach team to be deployed and in some cases, we may need to prioritize those individuals who are most vulnerable. With nearly 43,000 people living on the streets of LA County, the need for outreach services is great.

How else can I help my homeless neighbors?
Volunteering and donating to organizations sending people experiencing homelessness is a great way to help the cause. Please contact here or here or contact your local homeless organization for further information on volunteering and donating towards ending homelessness.

What is Measure H and Proposition HHH?
Measure H is a County of Los Angeles special sales tax increase passed by the voters in 2017 that specifically funds services, shelter, and permanent rental subsidies for people experiencing homelessness. Proposition HHH is a City of Los Angeles bond passed by the voters in 2016 that directly funds the building of new affordable permanent housing for people experiencing homelessness.

For medical or mental health emergencies, please call 911.
If you are concerned about crime or illegal activity, please contact your local law enforcement agency. This includes if someone is:
- Threatening your property or engaging in a crime
- Threatening to harm themselves, you or any person physically
- Damaging property
- Parking a safety threat (e.g., waiting in traffic, including a fire

Step 1: Enter address

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Map and location
Here you will find a map showing the location of the request, the physical address of the request, as well as badges indicating the Service Planning Area (SPA), Supervisory District (SD), Council District (CD), LAPD Bureau and Division as appropriate. You can also click the ‘Directions’ button to take you directly to a Google Map view.

Request details
All information provided by the individual making the request is also displayed here. This includes number of people at the location, any documented needs, and who submitted the request (if provided).

 Reported by
If the requestor provided their name and contact information, it will be displayed in the ‘Reported By’ section. While this is not mandatory, we do ask that they select what type of requestor they consider themselves (e.g., concerned citizen, first responder, business owner). If the requestor provided their contact details, these will also be listed.