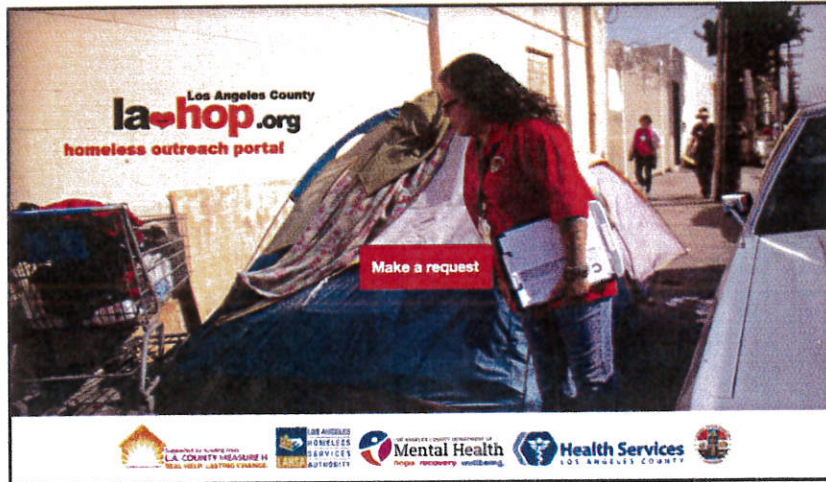


## Welcome to the LA-HOP User's Guide

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.



THE LA-HOP USER'S GUIDE

While there are different types of homelessness, service teams serve those who the U.S. Department of Housing and Urban Development considers "literally homeless." This is defined as, "an individual that has a primary nighttime residence that is a public or private place not meant for human habitation."

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 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 serving people experiencing homelessness is a great way to help the cause. Please click here and here or contact your local homeless organization for further information on volunteering and/or donating towards ending homelessness.

They assist with clothing, hygiene, food, safety and other services that allows outreach workers to connect individuals that are homeless to resources and other critical services like health and mental health services, job training programs, and those offered by the Department of Motor Vehicles and Department of Public Social Services.

Can I get an update on what happened?  
We will send an email letting you know we received your request. We are required by law to protect the privacy of those we serve...therefore we are unable to share updates (unless the client allows us to). However, if you agree to be contacted, we may reach out to you to ask additional questions that will help us locate and connect with the person referred.

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.

[Ready to make a request?](#)

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[Sign In](#)


Select Language

🚑 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:

- Trespassing on your property or engaging in a crime
- Threatening to harm themselves, you or any person physically
- Damaging property
- Posing a safety threat (e.g., walking in traffic, initiating a fire)

Step 1: Enter address



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[Sign In](#)

Select Language

or

### 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.

The screenshot displays a web interface for a request. At the top, there is a map showing a location on S Flower St in Los Angeles, CA 90017. The address is listed as 648-688 S Flower St, Los Angeles, CA 90017. Below the address, there are several badges indicating the location's administrative boundaries: SPA 4, SD 1, CD 14, Central Bureau, and 77th Street Division. A 'DIRECTIONS' button is visible on the right side of the map. Below the map, there are two main sections: 'Details' and 'Reported by'. The 'Details' section contains the following information:

Reported	6d ago
# of people	1
Last Seen	6d ago
Physical Description	green jacket
Needs	water and a blanket

The 'Reported by' section contains the following information:

- First Responder (e.g., Fire Department Law Enforcement)