



# HOMELESSNESS IN THE BEACH CITIES

## A MULTI-CITY OUTREACH RESPONSE

The Cities of Manhattan Beach, Hermosa Beach, and Redondo Beach (“Beach Cities”) collectively have a population of over 123,000 residents (Manhattan Beach: 35,741, Hermosa Beach: 19,653, and Redondo Beach: 67,908). Beach Cities is part of the County’s Service Planning Area (SPA) 8 and the Fourth Supervisorial District. Based on the 2020 Greater Los Angeles Homeless Count, the combined homelessness for these cities is 221. Specifically, the latest homeless count in each City is:

- Manhattan Beach – 15
- Hermosa Beach – 29
- Redondo Beach – 177

The Beach cities acknowledge that homelessness is not just one jurisdiction’s problem, but a “regional” one as well. The Beach Cities recognize that homeless individuals find the Beach Cities because we are safe communities, are at the end of Metro transit lines, located near attractive beaches, and utilization of the Pacific Coast Highway corridor.

Each Cities’ internal departments do not currently have a consistent way in which they respond to those experiencing homelessness (e.g., front office staff, park and recreation staff, etc.). Our approach will develop protocols so all city staff will feel empowered and well trained to provide an appropriate, sensitive response in referring people to the services they need. This will involve referring people to CES ensuring complete alignment with the County’s response. But again, all persons experiencing homelessness will be referred to CES. They will be prioritized for services based on their vulnerability (as defined by the CES Assessment and other considerations the case manager feels are important).

Given our likenesses, it is crucial to develop solutions addressing our shared homelessness challenges. More importantly, we know through Coordinated Entry System (CES) and Mental Health Evaluation Team staff that homeless populations routinely travel between the beach cities. Ensuring engagement consistency for city staff and law enforcement, and adding personnel focused in our subregion will move people much quicker off the streets into interim and permanent housing.

In doing so, combining our cities’ fiscal and administrative resources to efficiently implement key objectives common to our Council approved city homelessness plans allows us to achieve more together than by working independently. In summary, the goal of this report is to create a cohesive communication plan and coordinated response regarding homelessness in the Beach Cities.

## BEACH CITIES SERVICE COORDINATION

Harbor Interfaith Services (HIS) has created a program within Los Angeles County's Homeless Management Information Systems (HMIS) called Beach Cities Outreach. This program tracks individuals engaged with HIS outreach as they progress through the program. This program allows for HIS to accurately capture data related to the work taking place with individuals experiencing homelessness in the Beach Cities. With this data, HIS staff created a data report that is submitted to the Beach Cities Management team monthly for progress reporting. Then monthly, HIS staff and the Beach Cities Management Team meet to discuss the data in the report and answer any questions related to the data. During this meeting, the team also discusses geographic areas in each of the Beach Cities that may need attention from the outreach/housing navigation staff. This meeting allows for there to be a collaborative and transparent relationship as it relates to homelessness in the Beach Cities.

Bi-weekly, the Beach Cities Coordinator is present and leads care coordination for the Beach Cities. This is a space in which outreach workers, Department of Mental Health staff and other case management staff can discuss and problem-solve specific individuals experiencing homelessness in the Beach Cities. The Beach Cities Coordinator also participates in other meetings such as the South Bay Cities Council of Governments Homeless Task Force, South Bay Coalition to End Homelessness General Meetings and any city specific meetings. As requested, Beach Cities staff also prepare and participate in city council meetings to provide updates on homelessness in each of the three Beach Cities.

In December 2020, the Beach Cities Coordinator in collaboration with Beach Cities Management staff held a Homelessness Roundtable Discussion via Zoom. This discussion centered around data related to homelessness in LA County and the Beach Cities which led to each Beach City providing updates on their respective homelessness plans followed by panel discussion of frequently asked questions related to homelessness. The panel consisted of representatives from the city, police department, city attorney's office, Department of Mental Health & homeless services staff from Harbor Interfaith Services. The meeting was well attended with approximately 80 community members participating via Zoom.

In May 2021, HIS staff will be holding a Beach Cities Homelessness 101 training via Zoom for Beach Cities staff to attend. This presentation was put together in collaboration with HIS, the Beach Cities Management Team and the South Bay Coalition to End Homelessness. This presentation will center on the causes of homelessness, a basic overview of the Coordinated Entry System, myths and facts of homelessness and resources available to those experiencing homelessness. The presentation will be recorded so that city staff who are unable to attend in person may have access to the training materials. Finally, HIS staff will provide Beach Cities Management staff with a form that city staff can sign off on, certifying that staff have taken the training. Following the Beach Cities Homelessness 101 training, HIS staff will conduct a Beach Cities 201 Training in June 2021 or July 2021.

# COMMUNITY MEMBER/BUSINESS OWNER REFERRALS



1

Beach Cities Community Member/Business Owner submits outreach request via [www.la-hop.org](http://www.la-hop.org)



2

SPA 8 Outreach Coordinator is notified of the request/reviews request & assigns to Beach Cities Outreach Coordinator



3

Beach Cities Outreach Coordinator assigns request to Beach Cities outreach team member.



4

Beach Cities Outreach Worker (OW) is notified of pending request and reviews information and visits the location in the request within 72 hours.



5

Beach Cities OW either makes contact with the individual that the request is about or they do not.



6

If contact is made, OW will continue to engage with the individual for services. If no contact is made, OW will try again to locate the individual.



7

If OW is unable to locate individual after second attempt, they will close out the request.



8

If OW continues to engage the individual in services, they will add individual to official caseload.

**CITY DEPARTMENT  
REFERRALS**

**INTERNAL CITY  
REFERRALS**

**POLICE DEPARTMENT  
REFERRALS**

Follow LA-HOP protocol



**1**

AlertCity Staff in charge of homelessness issues.

**1**

Follow LA-HOP protocol listed in Part A.

If LA-HOP doesn't seem to be the most appropriate route, city departments can also reach out to the Beach Cities Coordinator.

**2**

Designated city staff will alert Beach Cities Coordinator, Lisa Gray at [lgray@harborinterfaith.org](mailto:lgray@harborinterfaith.org) or 310-770-0761.

**2**

If LA-HOP doesn't seem to be the most appropriate route, city departments can also reach out to the Beach Cities Coordinator.

To contact the Beach Cities Coordinator, please email [lgray@harborinterfaith.org](mailto:lgray@harborinterfaith.org) or call (310) 770-0761. Monday-Friday, 8am-5pm

**3**

City staff will then follow-up with an LA-HOP request so that outreach workers may follow-up.

**3**

To contact the Beach Cities Coordinator, please email [lgray@harborinterfaith.org](mailto:lgray@harborinterfaith.org) or call 310-770-0761. Monday-Friday, 8am-5pm

If individual is not homeless, but at risk of becoming homeless, this is best to refer directly to Beach Cities Coordinator for appropriate referrals.

**4**

LA-HOP request is received by Beach Cities Coordinator who assigns to outreach staff.

**4**

Police Departments may also have specific contacts on the team as it relates to outreach workers and they can also reach out to those individuals.

If individual is homeless, then Beach Cities Coordinator will assign to outreach worker will follow-up on request and engage individual in services.

**5**

Outreach worker goes to location in LA-HOP request for follow-up. If homeless individual is located, then process listed in Section E will be followed.



# PROCESS FOR WORKING WITH INDIVIDUALS EXPERIENCING HOMELESSNESS IN BEACH CITIES

Obtain referral for person experiencing homelessness in Beach Cities.

Outreach worker (OW) attempts to make contact with participant.  
If contact is made, then proceed to next step.

OW continues to build rapport with participant through engagement and conversation.

OW will assess for shelter needs and refer to any available shelter if requested by participant as well as other basic needs.

If client needs ID, social security card, income and etc.,  
OW will begin working on these items (Document Ready).

OW will work to assess the client's vulnerabilities related to homelessness,  
health & COVID-19 and then enroll in Beach Cities Program.

Depending on the client's needs in housing, referrals can be made to  
available and appropriate housing programs.

If participant requires higher level of support,  
CM would wait for a permanent housing match to become available.

Once housing connection is made, participant will either be referred to  
another program or the OW will help with housing search & placement.

In either scenario, client will work with staff to locate a viable unit.  
Often times this can be the longest part of the process.

Once a unit is located & participant is approved. Client will move into permanent housing.

## BEACH CITIES RESOURCES

### HOMELESSNESS RESPONSE

- Harbor Interfaith Services, Beach Cities Coordinator at 310-770-0761.
- Other LA County Outreach Teams via PATH, LAHSA, Multi-Disciplinary Teams.
- Manhattan Beach Homeless Resource Guide ([www.cityymb.info/homeless](http://www.cityymb.info/homeless)).
- South Bay Coalition to End Homelessness ([www.sbceh.org](http://www.sbceh.org)).

### MENTAL HEALTH RESOURCES

- LA County Department of Mental Health.
- LA County Department of Mental MET Officer.
- Beach Cities Health District.

### EVICTION PREVENTION SERVICES

- Harbor Interfaith Services Prevention Program (Legal Aid Referrals) at 424-276-3602.
- Other LA County and State of CA resources.
- Stay Housed LA [www.stayhousedla.org](http://www.stayhousedla.org)

### FAMILIES WITH MINOR CHILDREN EXPERIENCING HOMELESSNESS OR WHO ARE AT-RISK

- Call LA County 211 for resources and referral (especially after hours/on the weekend).
- Harbor Interfaith Services at 424-276-3602.

### DOMESTIC VIOLENCE RESOURCES

- LA County Domestic Violence Hotline at 1-800-978-3600.
- 1736 Family Crisis Center at 213-745-6434.
- Emergencies should go directly to 911.