

Quality and Productivity Commission
34th Annual Productivity and Quality Awards Program
“Leading with Excellence”

2021 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT: APS HOME SAFE: HOMELESS PREVENTION PROGRAM

DATE OF IMPLEMENTATION/ADOPTION: AUGUST 15, 2019

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2020)

CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE **COVID-19 IMPACT AWARD ONLY**. (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

PROJECT STATUS: X Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 In response to the dramatic increase in the number of older adults experiencing
 2 homelessness or who are at grave risk of homelessness throughout California,
 3 Assembly Bill (AB) 1811 (Chapter 35, Statutes of 2018) created the Home Safe Program
 4 to support the safety and housing stability of Adult Protective Services (APS) clients.
 5 The Los Angeles County Workforce Development, Aging and Community Services
 6 (WDACS) Department's APS Program & Planning Division in collaboration with the Los
 7 Angeles Homeless Services Authority (LAHSA), implemented the APS Home Safe
 8 Program. LAHSA subcontracted with eight homeless service providers to provide
 9 housing-related assistance using evidence-based practices for homeless assistance
 10 and prevention to our APS clients. Since its implementation in August 2019, APS social
 11 workers have made 647 referrals to APS Home Safe. Of the eligible participants, 323
 12 have received homeless prevention services such as enhanced case management,
 13 back rent-payment, rental assistance, relocation services, and legal assistance.
 14
 15

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS WDACS, 510 S. Vermont Ave., Los Angeles CA 90020		TELEPHONE NUMBER
PROGRAM MANAGER'S NAME Veronica Sigala		TELEPHONE NUMBER (213) 910-1662
PROGRAM MANAGER'S EMAIL EMAIL vsigala@wdacs.lacounty.gov		
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Signature on file	DATE 6/21/21	TELEPHONE NUMBER
		EMAIL
DEPARTMENT HEAD'S NAME AND SIGNATURE Otto Solórzano Signature on file	DATE 6/21/21	TELEPHONE NUMBER (213) 738-2617

****ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE****

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success **and specify assessment time frame**. Use Arial 12 point font.

Los Angeles County’s housing crisis has resulted in a significant increase in the number of older adults who are experiencing homelessness or who are at risk of homelessness. In 2020, the number of people 62 years or older experiencing homelessness increased by 20%, while the overall population experiencing homelessness increased by 12% (Los Angeles County Services Authority, Greater Los Angeles Homeless Count 2020). In Los Angeles County approximately 4,000 cases of abuse and neglect are reported monthly. Of these cases, 4% involve individuals who are experiencing homelessness or are at risk of becoming homeless.

The goal of the APS Home Safe Program is to provide short term homeless prevention services to APS clients by reducing the barriers between APS and homeless service systems. The program is a collaborative effort between WDACS, LAHSA, and eight non-profit homeless service providers to serve APS clients throughout the County. A gap existed in services for older and dependent adults who are **at imminent risk** of becoming homeless. To fill this gap, the APS Home Safe Program has enabled APS Social Workers to continue their investigations of abuse allegations while referring their clients for appropriate homeless prevention services. The assigned homeless case managers (HCMs) in turn receive intakes and conduct assessments for housing services. Working with the APS clients, the HCMs develop a housing stabilization plan that may include housing search and placement, income stabilization, landlord mediation, legal advocacy, and reunification / relocation assistance. When appropriate, financial assistance is given to assist with security deposits, rental assistance, utilities assistance, move-in expenses, moving expenses, or reunification / relocation expenses, among other services. APS hosts a biweekly meeting with LAHSA and the subcontracted service providers to facilitate case conferencing, review the caseload roster, and update each other on case progress. All referrals are tracked to determine program outcomes.

The APS Home Safe program has developed protocols to promote intergovernmental collaboration between WDACS and LAHSA. It also created a collaborative structure with community-based housing services providers to bridge the homeless services gap for APS older and dependent adult clients. Since its implementation in August 2019, APS social workers have made 647 referrals to APS Home Safe. Of the eligible participants, 323 have received homeless prevention services such as enhanced case management, back rent-payment, rental assistance, relocation services, and legal assistance.

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In addition to promoting intergovernmental collaboration, APS Home Safe has leveraged resources from collaborating organizations to provide additional services. For example, LAHSA contributed to the APS Home Safe grant’s 100% match requirement. It provided services not covered by the grant. For APS clients who are already homeless, LAHSA facilitated the use of the Coordinated Entry System (CES) referral process to connect them to homeless services in their area. Many APS clients who exited the APS Home Safe program have been enrolled in LAHSA’s Shallow Subsidy program, in which clients receive up to 35% rental assistance, including housing choice vouchers, while they are on subsidized housing waiting list(s).

By building collaborative partnerships with our local Continuums of Care (LAHSA), homeless service providers and aging sectors, APS Home Safe has developed policies and procedures to streamline the referral process for services. For example, when staff from the eight homeless service providers meet someone who does not qualify for homeless prevention services and might be a victim of elder/dependent adult abuse, they can initiate a reverse referral to APS. APS staff opens an APS report to investigate potential abuse including self-neglect, and screens for APS Home Safe eligibility. This reverse referral process ensures a no-wrong door entry policy for services.

The APS Home Safe Program deserves to be recognized for its innovative approach to bridging the gap between two community-based systems serving older and dependent adults who are at risk of facing homelessness. The program has streamlined the referral process to establish a warm hand-off approach to expedite access to homeless prevention services for APS clients.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

The APS Home Safe Program addresses County Strategic Plan Goal I. Make Investments that Transform Lives by enhancing the delivery of comprehensive services to APS elder/dependent adults who are at risk of homelessness. As one of the most vulnerable populations, APS elder and dependent adults require targeted and integrated interventions to address their housing needs. To this end, APS Home Safe has engaged LAHSA and homeless services providers to create a seamless process of service delivery. APS clients benefit from working with an APS social workers who investigate alleged abuse, while the homeless service providers connect the clients with legal services, case management, and/or rental assistance. Furthermore, APS clients may access additional housing services or programs when they exit APS Home Safe.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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\$	\$	\$	\$	<input checked="" type="checkbox"/>

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