

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
"Empowering Innovative Solutions"

2019 APPLICATION

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

NAME OF PROJECT: HOMELESS INITIATIVE TRAINING

DATE OF IMPLEMENTATION/ADOPTION: 07/01/2018

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes 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 As part of the Los Angeles County Homeless Initiative Strategies, the Fire Department's
 2 (Department) Emergency Medical Services Bureau (EMSB) established a collaborative
 3 partnership with the Los Angeles Homeless Services Authority (LAHSA) and the Los
 4 Angeles County Sheriff Department (LASD) in order to identify and develop a process
 5 for early identification and referral of homeless individuals to the appropriate homeless
 6 case managers and resources. As a result of this direct collaboration, the EMSB
 7 produced a robust online training program that educated Department personnel on the
 8 complex and diverse needs of the unsheltered homeless population. The training
 9 program educated Department personnel on the use of the LA-HOP application and
 10 how to connect homeless individuals to appropriate services. The training also
 11 emphasized awareness of, and strategies for handling, situations that arise among
 12 unsheltered homeless individuals due to an array of issues including mental illness. To
 13 date, the ongoing training has been completed by close to 2,000 personnel and has
 14 generated numerous referrals; providing our community members experiencing
 15 homelessness with the services that they need.

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
 County of Los Angeles Fire Department
 1320 N. Eastern Ave.
 Los Angeles, CA 90063

TELEPHONE NUMBER
 (323) 881-2411

PROGRAM MANAGER'S NAME
 Maria Toni Arellano

TELEPHONE NUMBER
 (818) 634-5775
EMAIL
maria.arellano@fire.lacounty.gov

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE
(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)

Roxanne Benavides



DATE

6/27/19

TELEPHONE NUMBER
 (323) 881-2327

EMAIL
Roxanne.benavides@fire.lacounty.gov

DEPARTMENT HEAD'S NAME AND SIGNATURE

Daryl L. Osby



DATE

10/27/19

TELEPHONE NUMBER
 (323) 881-2411

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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.

On February 9, 2016, the Los Angeles County Board of Supervisors approved an action plan, the Los Angeles County Homeless Initiative; which consists of nearly two dozen interlocking strategies, focusing on six key areas to combat homelessness. The County engaged stakeholders across the region with confronting the shared homelessness crisis.

The Department’s objective, within this mission, has been to collaborate with these multi-agency stakeholders in developing a plan of action that follows the recommendation of the various approved strategies within the initiative; while at the same time gathering the information necessary to develop and deliver effective and compassionate training to our personnel Department-wide in the area of Homeless Initiative appreciation, trauma informed care, and resource awareness. The role of the Department, and its mission within the initiative, has been to effectively assist in combating homelessness through the opportunity for trained engagement with the homeless community; by providing Department personnel with the knowledge and tools necessary to engage and make appropriate referrals to available resources.

The challenge to the Department’s mission had been the initial lack of resources, lack of an effective and centrally coordinated referral process, and lack of the training necessary for Department personnel to effectively refer a homeless individual to services. The latter in particular presented a special challenge in delivering the same effective and powerful training message Department-wide to over 3,000 personnel.

Once the collaborative efforts saw fruition in the form of the LAHSA LA-HOP application and the coordinated entry system, we were able to focus on the challenge of training over 3,000 personnel while delivering a powerful and persuasive message addressing a long standing and shared problem within our communities.

The Department’s Homeless Initiative Training sought out and collaborated with various experts in the field, including LASD, LAHSA, and Teresa Sims; a mental health advocate. The training objective was to ensure that Department personnel were receiving the highest level of training directly from those who experience and interact with our homeless population first-hand. However, due to the size of our Department, bringing experts and real-life testimony to our crews was impossible. In order to address this problem, we decided to go out and engage the experts in the field, while on film. Being able to capture their accounts, while in their respective environments, provided the ability to deliver a training message that had real authenticity and affective engagement for the Department’s personnel. One aspect of the training material provided a first-hand account of what being homeless with mental health issues is like.

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In particular, what it is like to interact with prehospital personnel while experiencing homelessness and mental health issues. Once the experiences were captured on film, we were able to imbed them within an education module and disseminate the training online to all personnel via the Department’s learning management system. This ensured that all of the Department’s personnel had access to the exact same message from any smart-enabled device in a trackable and reproducible way.

The production of this training program brought about unprecedented collaboration between the Department, LASD, the LAHSA, and members of the public; in an effort to address this shared problem. These newly founded relationships have proved to be extremely beneficial in the process of ongoing collaboration and information-gathering processes.

The Homeless Initiative Training enhanced the Department personnel’s understanding and empathy toward a long-standing and multi-factorial problem that could easily be misunderstood. This has been evidenced by personal feedback and the sharing of our training with other agencies by Department Chief Officers. The County Office of CEO also used a synopsis and link to our training to support a message in a Board report informing the Board offices that the County did not use enforcement as a means to address homelessness; but rather training that enhanced understanding and encouraged empathy.

The Department’s Homeless Initiative Training provides personnel with the tools necessary to provide customer service access to necessary resources that address the diverse needs of the homeless community members. Furthermore, the ongoing training of Department personnel in the use of the LA-HOP application will ensure the provision of over 3,000 partnerships that can actively engage with and contribute to LAHSA’s mission and the overarching principal of the County of Los Angeles Homeless Initiative.

Detailed below are links to one of the videos within the project and a link to the whole project itself:

Video: <https://vimeo.com/331089883>

Training: <https://rise.articulate.com/share/-jUBhN4KXwNVJIUOwM51a086aQWAiexF>

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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.

According to the County of Los Angeles Strategic Plan, community safety and health indicators show that high-needs communities, such as our homeless community, experience disproportionately higher rates of violence, lack sufficient access to active transportation services and recreational/cultural activities, and are at greater risk for environmental hazards.

Our training contributes to the County’s Strategic Goal II in assisting in the process of fostering vibrant and resilient communities. By empowering our personnel with the education and tools necessary to engage and assist our homeless members of our communities, we are enriching and strengthening our community members’ lives through effective and caring service in a sustainable way.

The Department’s training and practice supports and promotes practices leading to a higher quality of life, increased awareness, enhanced social cohesion, and overall improved well-being for the members of our communities who are experiencing homelessness. The ongoing training of Department personnel, on the resources that are available and how to use them, will ensure that there are close to over 3,000 trained individual County stakeholders out there engaging with this section of the population every day, and ensuring that every effort is being made to provide access to the resources that they need.

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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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FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS	
LOS ANGELES COUNTY SHERIFF’S DEPARTMENT	
HALL OF JUSTICE – 211 WEST TEMPLE STREET, LOS ANGELES, CA 90012	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
RICK CAVATAIO	SHERIFF ALEX VILLANUEVA
SIGNATURE ON FILE	SIGNATURE ON FILE
EMAIL: RMCavata@LASD.org	EMAIL: _____
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
LOS ANGELES HOMELESS SERVICES AUTHORITY	
811 WILSHIRE BOULEVARD #600, LOS ANGELES, CA 90017	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
N/A	PETER LYNN, EXECUTIVE DIRECTOR
SIGNATURE ON FILE	SIGNATURE ON FILE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____
DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE	DEPARTMENT HEAD’S NAME AND SIGNATURE
EMAIL: _____	EMAIL: _____

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DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS	
LOS ANGELES HOMELESS SERVICES AUTHORITY 811 WILSHIRE BOULEVARD #600, LOS ANGELES, CA 90017	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE NOT APPLICABLE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE PETER LYNN, EXECUTIVE DIRECTOR  EMAIL: <u>plynn@lahsa.org</u>
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
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PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____

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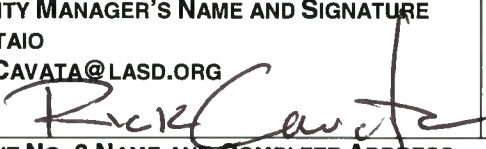

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DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS LOS ANGELES COUNTY SHERIFF'S DEPARTMENT HALL OF JUSTICE – 211 WEST TEMPLE STREET, LOS ANGELES, CA 90012	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE RICK CAVATAIO EMAIL: <u>RMCATAIO@LASD.ORG</u> 	DEPARTMENT HEAD'S NAME AND SIGNATURE SHERIFF ALEX VILLANUEVA  EMAIL: <u>AVILLAN@LASD.ORG</u>
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____
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