

WOWHOA Questions and Comments

A. Process, Consultation, Feedback (including future)

- 1. What was/were the reason(s) for this proposed project not being discussed prior to the July 24 announcement with: (a) affected HOAs; (b) Westside Neighborhood Council and (c) the nearby businesses?**

A: We shared the project proposal the moment it was ready to be talked about with the community. To do so earlier would have been premature, as there were several feasibility questions that needed to be addressed. It was important to all partners that we presented the community with a plan that was well thought through so we could be prepared to answer questions that would arise, and have fruitful discussions.

As part of our announcement of the project, Councilwoman Yaroslavsky called leaders from the local HOAs, Neighborhood Council, and the broader community on the 23rd of July. On the morning of the 24th, our office hand-delivered physical letters to 160 residents in the immediate vicinity of the project site, we emailed the announcement to 2,400 individuals living within 1 mile of the project site, and we shared the project with our email list of 10,000 individuals. This is the beginning of the process, not the end, and all feasible modifications to the project and its operations will be incorporated into the final proposal.

- 2. What other city-owned parcels were identified for consideration? What was the evaluation process as to availability and suitability?**

A: We began looking at locations suitable for interim housing last winter, and assessed over 100 sites, including properties owned by LADWP, CalTrans, Metro, and other public agencies. These included locations identified by former Councilmember Koretz, Controller Ron Galperin, community organizations, and City departments. The criteria we used to screen sites included, but were not limited to: the current or future use of the site, restrictions imposed by local or state statutes, financial and technical feasibility, access to transit and services, and whether there were existing homeless encampments in the vicinity that the site could help clear. After our extensive search, only a handful of sites remained suitable for consideration and this was the first that was ready to move forward. Because it is a City-owned property, there are no acquisition costs and no delays related to undertaking a commercial real estate transaction. Council District 5 has more than 1,000 unhoused individuals who need housing options, so while this site is the first to be ready to break ground, other sites are continuing to be actively evaluated.

- 3. How many other areas within Council District 5 are being similarly developed? If so, what are those locations? What has been the discussion process with those residences/businesses nearby?**

A: We are exploring a number of other sites that went through our screening process and that can serve homeless populations in other areas of the district. We are also working with the Mayor's office to identify existing buildings that can be purchased or leased to be used for housing. There are more than 1,000 Council District 5 residents who are unhoused, and they will remain on the streets until we are able to make beds available to them. We all want clean and safe streets in our communities and this cannot be achieved unless and until we are able to house homeless individuals.

- 4. What, if any, consultation occurred prior to July 24 with either or both: (a) LAPD; and/or (b) LAFD -- particularly the Senior Lead Officers in this neighborhood (not just leadership located downtown)?**

A: Our office briefed the LAPD West LA Captain and the LAPD Homeless Coordinator's Office. LAPD is supportive of this project, because they know firsthand that when housing is coupled with wrap-around services and neighborhood enforcement of anti-camping laws, crime goes down. LAFD has been intimately involved in the feasibility process to ensure the site meets fire safety standards.

- 5. What statistical information is available for review that led to the conclusion of this City-owned parking lot being under-utilized?**

A: When this site was first being considered, our office requested a parking utilization analysis of the parking lot from LADOT. That analysis was conducted earlier this year and it indicated that the utilization rate was roughly 40%, and it also noted that additional, convenient nearby street and surface lot parking would be able to absorb any loss in parking capacity.

- 6. What will be the process for determining the eligibility of individuals to be offered housing?**

A: It is our firm commitment that those who participate will be individuals who are already living on the streets in the surrounding area. Once this standard is met, LA Family Housing, Council District 5 homeless outreach staff, and the Los Angeles Homeless Services Authority will determine if an individual is appropriate for this type of housing.

- 7. What would be the process by which nearby residents and businesses can provide feedback? Report problems?**

A: Council District 5 and LA Family Housing will work with the community to create a community advisory group to discuss progress, outcomes, and concerns on a regular

basis. The Council Office will also continue to provide support, answer questions, and respond to any quality of life concerns of nearby residents. Site staff will be reachable 24/7 for matters related directly to participants staying at the site - any community member will be able to reach out to the site at any hour of the day. Council District Five staff will also be available to address issues arising from the site or in the community by contacting our District Office.

B. Residents - Eligibility

- 1. Will there be a minimum age for an individual to be provided a housing unit? Maximum age?**

A: Participants must be 18 years and older to participate. There is no maximum age limit.

- 2. Will a housing unit be provided to an individual with either physical or mental disabilities?**

A: Yes. There will be ADA accessible interim housing units for those residents with physical disabilities. LA Family Housing staff will also provide onsite mental healthcare services. Individuals with high-acuity mental health needs will be eligible for this site. Should it become clear after admission that a participant needs a higher level of mental-health care including inpatient mental health services, detox/substance use services, skilled nursing facility etc., LA Family Housing will work with County and City partners to establish and transfer the participant to an appropriate level of care that meets the participant's needs.

- 3. What is the background check process for a potential occupant?**

A: Participants will be screened in the Megan's Law database.

- 4. Would a resident be allowed to have her/his children in this unit?**

A: No, this location and these housing units are meant to serve individual adults, not families.

- 5. Would each unit be restricted to one individual per unit?**

A: Yes, though couples could potentially share a unit if requested.

6. What would be the duration of the “lease” agreement for an individual desiring such housing?

A: There is no lease agreement. LAFH works with participants until they are permanently housed, which could occur within weeks or a few months depending on whether the participant has the necessary paperwork and if permanent units are available. But the goal is to transition people into permanent housing as quickly as possible so that these interim units can be used to help move additional people off of the street.

7. Will occupation of a housing unit be deemed by the City/County, State and federal agencies as meeting the minimum requirements for residency; voting eligibility; library passes; school enrollment; delivery of U.S. mail.

A: State law stipulates that participation in publicly funded shelter and interim housing programs does not constitute tenancy. LAFH case managers will work with participants to ensure that participants receive all benefits to which they are entitled.

C. Operations - Site

1. What will be the City’s plan for maintenance of the existing trees on the site? Would any trees be removed? Would trees be added?

A: It is our goal to retain all mature trees on the property and to incorporate them into the project design to the maximum extent feasible. Tree maintenance is conducted by the Department of Street Services and their role will not change as a result of this project. Additionally, there will be extensive landscaping and greenery added to the site during construction, including additional trees and plants in the setback areas along Pico Boulevard, Midvale Avenue, and on the northern border.

2. If an individual has a motor vehicle or an electric bicycle, where would such equipment be stored?

A: Based on past experience we would expect only about 10%-15% of participants to own vehicles (approximately 3-4). We are seeking privately-owned parking spaces to help mitigate potential impacts and if we are able to secure such parking, it could be used by staff and residents. Bike racks will also be included on site for participants’ bikes.

3. What type of barrier, if any, will be installed for separation from the nearby residences? From the nearby businesses?

A: The site will be entirely fenced and gated, and will have 24-hour security on-site. Additionally, the site will include a 10-foot setback along the northern border and will

include trees and landscaping to help provide a buffer. All communal outdoor activities will occur within the portion of the property to the south of the alley.

4. What do daytime and nighttime operations look like at an interim housing program - are participants expected to leave the facility during the day?

A: The project will be operated 24 hours a day, 7 days a week. Participants are not asked or expected to leave during the day time. Nighttime activity will be limited, with established quiet hours from 10pm to 8am. Staff and security will be on-site at all times. In order to allow for individuals with jobs outside of regular business hours, there will not be a curfew in place, but quiet hours will be strictly enforced. Additionally, amplified music will not be permitted.

Participants will be provided with the following services by LAFH and most of these will be provided onsite. If transportation is needed to access offsite services, it will be provided.

- Case Management/Housing Navigation
- Mental Health Support
- Participant Coordinators: 24/7 crisis intervention/document ready support (IDs, social security, healthcare enrollment, etc.)
- Security 24/7 on site support
- Employment Services
- Pet Support Services
- Connection to Department of Mental Health, Substance Use Services, Physical Health Services
- Support for enrollment in programs such as Supplemental Security Income, Medi-Cal, CalFresh, etc.
- Community Enrichment Events: Yoga, Game Nights, Movie Nights, Art classes, Mental Health and Wellness Groups, etc.

D. Operations - Residents

1. What is the intended duration of how long the Pico-Midvale “village” would be at that location? What would be the quarterly/semi-annual/annual review. Process?

A: The use agreement for the site would be for 10 years. Council District 5 and LA Family Housing will work with the community to create a community advisory group to discuss progress, outcomes, and concerns on a monthly basis. We expect to create and begin convening the community advisory committee this Fall.

2. What is the process for removal of residents, particularly a resident who might violate establishing occupancy regulations?

A: Participants must follow the rules of the program. Participants who are unable to successfully follow site standards may need a higher level of care including inpatient mental health services, detox/substance use services, skilled nursing facility etc. In such situations, LA Family Housing will work with County and City partners to establish and transfer the participant to an appropriate level of care that meets the participant's needs.

3. What will be the City's liability to address any property damage that might occur at nearby residences or businesses, even if no video evidence is available to document an actual incident?

A: Our office is committed to undertaking a set of public safety enhancements in and around the project site to reduce public incidents, property damage or other issues. We look forward to working with the community to develop a list of actions that we can implement to ensure this site does not create a nuisance in the community.

4. Would residents of the facility be allowed to have visitors? Sleepovers?

A: No. Only participants of the Interim Housing project would be allowed onsite.

5. What would be the policy and enforcement mechanism regarding Sleepovers?

A: Only participants of the Interim Housing project would be allowed onsite. Onsite 24-hour security and LAFH staff will enforce the operating rules.

6. What would be the policy and enforcement mechanism regarding music/radios? Loud noises?

A: Large speakers and audio equipment are not permitted on site.

7. Would amplified sound be permitted? Amplified alarms?

A: No.

8. Would there be a curfew? If so, how would the curfew be enforced if a resident of a housing unit has an overnight job at some location?

A: The project will be operated 24 hours a day, 7 days a week. However, nighttime activity will be limited, with established quiet hours from 10pm to 8am. Staff and security will be on-site at all times. In order to allow for individuals with jobs outside of regular business hours, there will not be a curfew in place.

9. Would residents of the facility be required to store bicycles only inside each housing unit?

A: Bike racks will be provided on site to appropriately store bikes.

10. Would residents of the facilities be allowed to have pets?

A: Yes.

E. Safety

1. Will LAPD and LAFD respond to incidents at any single housing unit?

A: Yes.

2. Will LAPD and LAFD respond to an incident of alleged harassment? Drug Use?

A: Yes.

3. Will the City provide on-site 24/7 security for the proposed housing village? If so, would such security be armed?

A: Yes – security is a key component in providing peace of mind for the surrounding community and interim housing participants. The project will have 24-hour security on site as well as security cameras. Security will undertake regular walks along the project's perimeter. Security is not armed with a gun, but are trained in de-escalation.

4. If so, would such security be responsible for enforcement of drug-use and drug-selling laws?

A: Security and LAFH staff will be on site 24/7 to enforce standards/expectations of the program. If laws are broken, law enforcement will be called and individuals no longer appropriate for the site will be exited if they are in violation of the facility's participation agreements and state and local guidelines.

F. Encampments (other)

1. What will be the correlation of: (a) the operation of this “village”; and (b) the ability of the City/County no longer to allow individuals from mounting tents or otherwise occupying space on other streets, such as elsewhere on Pico Blvd. and cross-streets? On Exposition Blvd, between Sawtelle and Sepulveda?

A: Camping within 1,000 feet of the site would be prohibited. Homeless outreach teams from CD5, LAFH, and others will regularly monitor the vicinity and seek voluntary

compliance with anti-camping laws. Signs will also be installed to allow for enforcement of this law if voluntary compliance is not successful and our office will give LAPD full authority to enforce the anti-camping restrictions. Outside of this 1,000 foot perimeter, we will also enforce Americans with Disabilities Act (ADA) requirements to ensure passable sidewalks. Additional sanitation, such as street and sidewalk cleaning, and enforcement services will guarantee the surrounding area remains clean and secure.

G. Businesses - Local Impact

1. What will be the location of disabled parking permit spaces for use by customers of the nearby businesses?

A: Based on LADOT records, less than 40% of this lot is being used during a given day. Additionally, there are two additional parking lots within a 10 minute walk of this location, and additional street parking on Pico and Westwood Boulevards that both have capacity to absorb parking needs. Even so, we are exploring options for access to nearby parking options, including directly across Pico Boulevard at the former Westside Pavilion lot.

2. To mitigate traffic congestion on Pico Blvd. (west direction), the northernmost lane is designated tow-away from 4:00pm to 7:00, Mon-Fri. Any suggestion to allow parking in that lane from 4:00 to 7:00pm to compensate for the loss of parking in the Pico-Midvale lot will have immediate, daily and very negative consequences for traffic congestion on Pico Blvd.....stretching to the east beyond Overland Avenue and perhaps even Beverly Glen Blvd.

A: Our office does not support changing the parking restrictions described above.

3. What will be the process by which the impact on customer traffic (both quantitative and qualitative) for local businesses might be impacted by this proposed "village"?'

A: While we don't expect any significant impact on customer traffic, we will continue to discuss this issue on a monthly basis with the community advisory group, which will include business representatives. Similar sites in other parts of LA have caused minimal impact to customer traffic. Our expectation is that with the removal of street encampments in the vicinity, customer traffic at the local businesses will improve.

We also note that unhoused individuals currently reside in the vicinity of this project. Our office continues to receive numerous calls from local businesses whose businesses are being impacted by unhoused individuals right now. The presence of 24-hour security, enforcement of the 1,000 feet no camping zone, and additional sidewalk cleaning and sanitation services should improve the businesses and neighborhoods environment from where it is now.

WSSM Questions and Comments

A. Location

- 1. When was the LADOT survey done that determined that the Pico lots were underutilized? May the community review the related study and findings? What criteria were used to make the determination that the site is underutilized?**

A: When this site was first being considered in early 2023, our office requested a parking utilization analysis of the parking lot from LADOT, which they conducted earlier this year. The study showed that the utilization rate was roughly 40% on any given day, and it also noted that additional, convenient nearby street and surface lot parking would be able to absorb any loss in parking capacity. We are working with LADOT to make the study available as soon as possible.

- 2. The targeted lots are the only City parking lots serving Pico Blvd. small businesses west of the City lot on Overland Avenue north of Pico Blvd. Were you aware that when the County Social Service building vacated its former premises on Pico between Veteran and Greenfield Avenues that the local small businesses lost the parking that was available there at night and on weekends?**

A: We believe that convenient nearby street and surface lot parking will be able to absorb any loss in parking capacity. We are also working with owners of private parking lots in the area to make those parking spaces available to the public. The City has converted a number of its parking lots to provide this type of housing across the city.

- 3. Are you aware that for some time the lot was a gas station operated by the family who lived on the lot behind it? Are there issues related to soil and site contamination that should be addressed if people are to live on the property? If any ground is to be broken for related construction activity, what safety measures might be needed to mitigate potential contamination from the former gas station? (What remediation was done in the past?)**

A: The Bureau of Engineering has conducted and will continue to conduct site assessments to determine any health concerns related to construction activity, and all health concerns that require mitigation will be mitigated.

- 4. May we see a rendering of the planned layout of the facility? What will separate the adjacent home from the facility? Height of fence or wall? Distance from nearest project structure to separating fence or wall? Landscape plan?**

A: Yes, renderings are available on our website at councildistrict5.LACity.org/Midvale. We are proposing a 10 foot setback from the adjacent residence to the north and there will be trees and landscaping throughout and surrounding the project site. Our goal is to

make this a model facility that improves the neighborhood and community feedback is important to our effort.

- 5. Does the property interface with any sensitive uses? Nearest sensitive uses? What rules apply to this type of facility in terms of proximity to sensitive uses, cannabis locations, etc.**

A: No.

- 6. Under Controller Galperin's analysis of available properties for housing projects, this property does not appear. What has changed to result in its consideration?**

A: This site was previously considered financially infeasible because the city was required to pay for replacement of all the parking spaces in any future development, pursuant to a 2019 Memorandum of Understanding (MOU) between LADOT and the Housing Department. This added millions of dollars to the cost of any project on a City-owned parking lot, including this one. However, earlier this year the Mayor and City Council recognized that homelessness is a crisis in our communities and therefore have been working to systematically remove impediments to building interim housing, permanent supportive housing, and affordable housing. As part of this work, the City Council nullified this MOU, thereby removing the requirement to replace every parking space.

- 7. The community would like to engage with you and the City to identify other larger and potentially more suitable locations for a Westside facility. Will you work with us to explore such locations? We have suggestions!**

A: We welcome the opportunity to work with the community to ensure that this facility is an asset that makes the neighborhood safer, and we also welcome all suggestions for other potential interim housing and permanent supportive housing solutions. In order to rehouse the hundreds of CD5 residents who have become homeless, we need to identify many locations that would be suitable for interim and permanent housing.

B. Client/Resident Selection

- 1. What exactly does it mean to give priority for beds to local individuals having priority for the beds? How will that be operationalized? What evidence will be used to identify local established homeless from the area? Eligibility to meet? How will proof of local residence be established? How long will one have to have been a Westside homeless in this part of CD 5?**

A: Because this is an entirely city-funded site, we have more discretion in how participants in the project are selected. It is our firm commitment that those who participate will be individuals who already live in the surrounding area. Other Council Districts have already opened buildings to provide housing specifically for local

residents. When unhoused participants are re-housed close to family, friends, doctors, employers, and others with whom they have existing ties, they are able to get back on their feet much more quickly. Once it has been determined that an unhoused individual is residing in the surrounding area, LA Family Housing, Council District 5 homeless outreach staff, and the Los Angeles Homeless Services Authority will determine if an individual meets the criteria for placement in this interim housing site, including the level of care someone may need. If they need a higher level of care than what the site provides, prospective participants will be directed to inpatient mental health services, detox/substance use services, a skilled nursing facility, etc.

2. What is the plan for the selection and screening of residents? How are potential residents to be vetted? Who will be considered as residents?

A: Participants will be screened against the Megan's Law database. In order to keep this site lower-barrier and serve people in the immediate community, the site will not preclude those with a criminal record. The more barriers to entry that we impose on this project, the harder it will be to eliminate street encampments and homelessness in our neighborhoods. However, criminal activity will not be tolerated. If laws are broken, law enforcement will be called and individuals no longer appropriate for the site will be exited if they are in violation of the facility's participation agreements and state and local guidelines. If an individual cannot conform to the rules of the program and needs a higher level of care than what the site provides, they will be connected to inpatient mental health services, detox/substance use services, a skilled nursing facility, etc.

3. From what list or lists will candidates be taken? What criteria will be used to determine who can and cannot live there?

A: The primary criteria for participation in this project will be whether or not someone is living in the surrounding area and that they meet the criteria detailed above in B1.

4. Who is responsible for doing the background checks on individuals staying in these units? Will Megan's Law apply? Can individuals with petty crime and violent crime histories be prohibited? How can selection of individuals who live there be based upon criminal background and mental health status? There are some severely mentally ill individuals wandering our streets who need a higher level of servicing and who do not belong in tight living quarters. What assurances can be provided as to the screening process and level of those experiencing mental illness to be accepted and those to be Denied?

A: Participants will be screened against the Megan's Law database. In order to keep this site low-barrier and serve people in the immediate community, the site will not preclude those with a criminal record. However, criminal activity will not be tolerated onsite. If laws are broken, law enforcement will be called. If an individual cannot conform to the rules of the project and needs a higher level of care than what the site provides, they will be

directed to inpatient mental health services, detox/substance use services, a skilled nursing facility, etc. Our office in partnership with LAPD will enforce the 1,000 feet no camping zone.

5. Can a community representative (with appropriate professional background) be included in any prospective resident review process?

A: No, however, we are committed to establishing a community advisory group to regularly interact with CD5 and LAFH regarding operations at the site. The catchment area and parameters for participation will be overseen by CD 5 and determined in coordination with LA Family Housing and People Assisting the Homeless (PATH) outreach teams already working in the area.

6. We have been told that this type of housing is focused on “stabilizing” the clients. What does that mean? Are these clients able to work?

A: Stabilizing includes addressing physical health, trauma, mental health, substance use, teaching life skills, job placement services, and connecting people to support programs such as health insurance (such as Medi-Cal) and income and food support programs (such as Supplemental Security Income and CalFresh), etc. A person who is wondering where they are going to sleep or eat every day is not able to manage other than very basic needs. By providing food and interim housing, we engage participants in services that would assist them in being successfully transitioned into permanent housing. Some participants may already have jobs and for those who do not, there will be job placement services available onsite.

C. Community Relations

1. Tell us about the 24/7 community liaison to be associated with the project. What are the expectations for this person and their job? How will it work?

A: On-site staff will be reachable 24/7 for matters related directly to participants living at the site. When questions are asked that are not related to participants, they will ensure that our office or appropriate public safety/emergency services contacts are shared. This staff will be able to respond to direct issues such as quiet hours, operations issues, etc. We will add more detail to ensure that it is clear that 24/7 availability will be a part of the contract for these inquiries. The CD5 office staff will also be available to assist with any issues that may arise.

2. Will any community members be able to contact the community liaison? What kind of response time can the community expect?

A: Community members will be able to directly contact Council District or LA Family Housing staff for matters related to the site, its operations, and its participants. We are committed to working with the community to implement a process for responding to all

such calls or emails within a reasonable timeframe. We will work with the community advisory committee to establish what is a reasonable timeframe for emergency and non-emergency communications.

3. What efforts will be employed to create connections with the community? With WLA Homeless organization?

A: Council District 5 and LA Family Housing will work with the community to create a community advisory group to discuss progress, outcomes, and concerns on a monthly basis. We are also happy to work with the West LA Homeless organization. The Council Office will also continue to provide support, answer questions, and respond to any quality of life concerns of nearby residents.

4. Are there examples of efforts to connect resident clients with community members? Are there plans for any voluntary programs that connect client residents with local nonprofit organizations or businesses to provide opportunities for community service (for example: dog walking at the Lange Foundation, weeding at the Westwood Greenway) or job training? Will program staff be available to accompany clients to these settings?

A: Definitely. We want the site and its participants to be integrated into the community since local residents can play a supportive role in helping participants stabilize their lives. LAFH has a volunteer team that connects volunteers with participants.

5. In terms of neighbors on the 2300 and 2200 blocks of Midvale and Kelton: Currently, neighbors can walk safely to and from businesses, transit (EXPO Line and Pico buses) and neighborhood homes in accord with the Community Plan's objective of a "walkable neighborhood." Will not the crowded, proposed facility with tiny private spaces for its residents spur them to congregate on Midvale and Kelton (and Pico), thereby obstructing walkers, and will not multiple trips to supply the facility and transport its residents, employees and service providers cause continued congestion?

A: No. The facility design includes ample on-site outdoor patio space within the gated project site to encourage congregating inside the facility, and LA Family Housing will provide activities for the participants such as job training, life skills, and social activities such as yoga, art classes, etc. Additionally, participants in the program will not be allowed to congregate on Midvale, Kelton or Pico Blvd. Working with service providers and security on site, as well as LA Sanitation and LAPD, the surrounding sidewalk will be kept clear of any debris or activity. Sanitation will provide regular cleaning of the street and sidewalk, and security guards will ensure that any individual living on site does not spend significant time loitering outside of the premises. LA Family Housing works with their team to ensure that any deliveries to the site are done in a way that minimizes local impact to the surrounding community.

D. Security / Public Safety

- 1. Understanding that LAPD response time in our community is poor and may not be adequate to address issues arising in conjunction with any altercations or problems involving a program resident, or that take place at the location, what does “stepped up LAPD enforcement” actually mean? How will this enhanced enforcement to be implemented be any different from what we currently experience?**

A: CD5 staff have had extensive conversations with local LAPD leadership and Chief Moore about ensuring that the interim housing project enhances the community. In addition, there are funds in the City’s budget for increased LAPD overtime specifically for enhanced police services related to homelessness around housing sites. We will be directing that LAPD use these overtime funds to provide increased patrols and enforcement in the areas surrounding this site and the nearby community. The City Council has also approved an increase in funding for LAPD so that it can hire additional officers and offer bonuses and other incentives to both retain existing officers and bring back recently retired officers. We hope that this increased budget will lead to additional staffing across the department, such that when this facility opens, response times in this community will be reduced.

- 2. Describe specific duties and authority of the 24/7 security staff to be part of the Program.**

A: Security will be stationed at the entrance to the site, and walk the perimeter hourly. They will also search participants’ items upon entry, and support staff inside the site if necessary.

- 3. What is to happen if and when a resident who is having a drug-induced psychotic break and leaves the facility for the adjacent homes and vehicles in the residential area? Will the security guard be responsible for stopping that person?**

A: All participants will be assessed for their readiness to live in this setting. If an individual cannot conform to the rules of the program and needs a higher level of care than what the site provides, they will be directed to inpatient mental health services, detox/substance use services, a skilled nursing facility, etc. Therefore, we think this is an unlikely scenario. However, were it to happen, the 24-hour onsite staff is specifically trained in monitoring participants to prevent these types of occurrences. LAFH utilizes the county’s PMRT (Psychiatric Mobile Response Team) to respond to acute episodes of mental health crises. If the person is an imminent danger to themselves or others, LAPD will be called to assist.

- 4. Is the security guard (or onsite staff) going to stop a client with a meth habit from leaving the facility and casing nearby homes and vehicles to find money or something to fence for his/her next fix? Can the guard leave the immediate premises?**

A: Security does not leave the premises/block where the site is located but if they observe that laws are being broken, law enforcement will be called immediately.

- 5. If the security guard does need to follow a resident in crisis off the premises, what happens on site with the other residents then left without security?**

A: Security does not leave the premises/block where the site is located, but if they observe a participant who is in crisis leaving the site, they will contact the appropriate LA Family Housing staff to intervene.

- 6. Can the private security be empowered to enforce required “no camping” rules?**

A: LAFH staff and security will encourage and ask participants and anyone else near the facility not to loiter outside the facility. Should it be necessary, LAPD and CD5 staff will assist in enforcing no camping rules within 1,000 feet of the site.

- 7. Will there be a no tolerance policy for possession and/or use of alcohol and drugs on the property? Can that prohibition be extended to within 1,000 feet of the property?**

A: Drugs and alcohol are considered contraband and not allowed on site. Existing laws that prohibit illegal drug use and open containers extend to areas surrounding the interim housing. These laws are enforced by LAPD, and LAPD is committed to stepping-up patrols to ensure that the building enhances the neighborhood and increases safety in the surrounding areas.

- 8. The establishment of a “no encampment zone” is illusory if there is no enforcement. Relying upon a call to the LAPD for enforcement does not provide the community with any measure of assurance that the zone can and will be enforced.**

A: Council District 5 staff will work with LAPD to enforce the no-camping zone surrounding the site. In other parts of the district, CD5 staff has been very successful in maintaining compliance with no-camping zones in partnership with LAPD. There will also be posted signage that will allow LAPD to enforce these zones if needed.

- 9. Can the “no encampment zone” be expanded beyond the 1,000 feet radius to include a broader area?**

A: City law allows for up to a 1,000 feet no camping zone from a specific site, and we are committed to implementing one and enforcing it.

- 10. As part of the project, will the City install security video cameras at the corners of the blocks adjacent to the project (2200 and 2300 blocks of Midvale and Kelton, 2300 block of Westwood, adjacent Pico blocks and where deemed necessary) (Ayres?)? Who will be responsible for maintaining and monitoring the videos if and as needed? Will residents and businesses have access to the videos should there be a crime committed in the area?**

A: Video camera placement will be determined as plans for the site continue to progress. We are open to discussing any suggestions for security camera placement and maintenance with the community and the community advisory committee.

E: Contract Term

- 1. While the lease term has been announced as a 10-year term, the community seeks your support for the inclusion of an escape clause and mechanism to implement it under whose terms the program could be terminated. This would be triggered in response to a failure to perform and meet standards established, for failure to deliver on promises made, and/or for unintended negative impacts not previously disclosed. Criteria for termination to be defined with input from the community.**

A: We are committed to working with the community on a set of operating standards and to reporting on compliance with those standards. We want and expect that this project will be a benefit to the community by reducing street homelessness in the area. But if the site itself becomes a nuisance, then we would implement corrective actions up to and including closing the facility if necessary.

- 2. Will you support the crafting of such terms with the community in order to address public safety concerns and to mitigate unintended/unforeseen negative impacts on the Community?**

A: Yes, absolutely. We are fully committed to operating this site safely and responsibly .

- 3. Will you agree to a formal review every six months for the first two years with annual reviews thereafter?**

A: Yes.

4. What kind of record of complaints or problems will be kept and by whom?

A: Council District 5 staff, LAPD, and LAFH will keep a record of all complaints or problems associated with the site and we will work with the community advisory committee to resolve issues and concerns in a timely manner.

F: Program Characteristics / Services to improve resident client quality of life

1. What's the expected range of the length of client stay for these units? For how long will individuals be housed in the interim location, and what will they be doing while housed?

A: Participants are able to stay on site until they are housed. Sometimes this takes a matter of a few weeks, and sometimes this takes several months depending on housing availability. While on site, participants will be working with service providers to be connected to permanent housing, receive mental health or substance use care, participate in group or community activities, job training, or participate in on-site activities. Some residents will have outside employment.

2. Describe the characteristics of the population to be housed at this program.

A: People experiencing homelessness who are over the age of 18 and who meet the threshold suitability criteria as detailed in prior responses.

3. The project's immediate goal seems to be housing 30 persons. What are the intermediate objectives for the clients who reside on site?

A: While there will be 30 units onsite at any given time, we expect the site to help many more people over the course of its operation. The number one objective while participating in this project is to transition people into more permanent housing as quickly as possible, thereby opening space to help move others off of the street. As noted, LAFH staff will support program participants so that they can begin rebuilding their lives by addressing physical health, trauma, mental health, substance use, teaching life skills, job placement services, and connecting people to support programs such as health insurance (such as Medi-Cal) and income and food support programs (such as Supplemental Security Income and CalFresh), etc.

4. Many view programs of this nature to be experimental with few measurable long-lasting impacts. What are the defined measures of success?

A: We will define our success by the number of participants connected to housing from the site, the number of connections to employment, and providing mental health and/or substance use treatment to those participants who may need it.

5. What programming is to be required for residents? Is participation required?

A: Participation in regularly scheduled programming is not required. However, participants are expected to work towards permanent housing during their stay, which may include applying for and receiving replacement identity documents and applying for any benefits for which they may be eligible. LA Family Housing will provide assistance services to ensure participants can move to permanent housing as quickly as possible.

6. What are residents going to be doing all day?

A: Many people who have become homeless have lost critical documents such as drivers licenses, social security cards, and other essential identification which is needed in order to obtain social services and benefits for which they are eligible. Participants' goals are to work toward securing everything they need in order to enroll in these programs and, most importantly, to secure and maintain permanent housing. There will also be job training, lifeskills training, mental and physical health care services, addiction treatment services, and a variety of social activities onsite and there are several spaces within the facility to congregate.

7. Please describe in detail how the delivery of services will be done. What is to be delivered onsite? What is to be delivered offsite? If offsite, how are residents expected to access the programming? Is transportation to be provided? Typical schedule of a resident at a similar facility operated by this social service agency?

A: Participants will be provided with the following services by LAFH and most of these will be provided onsite. If transportation is needed to access offsite services, it will be provided.

- Case Management/Housing Navigation
- Mental Health Support
- Participant Coordinators: 24/7 crisis intervention/doc readiness support
- Security 24/7 on site support
- Employment Services
- Pet Support Services
- Connection to Department of Mental Health, Substance Use Services, Physical Health Services
- Support for enrollment in programs such as Supplemental Security Income, Medi-Cal, CalFresh, etc.
- Community Enrichment Events: Yoga, Game Nights, Movie Nights, Art classes, Mental Health and Wellness Groups, etc.

8. It was reported that a team of mental health and substance use disorder specialists, permanent housing navigation support and employment assistance will be made available to help these Angelenos reestablish their lives. Where will

those services be offered? Is any programming required? Is participation by residents tracked? Is failure to participate in any programs grounds for removal? Who assesses and tracks the needs and progress of residents?

A: Services are offered on site and participation is tracked. LAFH's onsite teams assess the progress and ongoing needs of participants.

- 9. Would residents of the facility be capable/able to be volunteers to, for example, help keep the Pico corridor clear of trash, walk dogs for the Lange Foundation, weed at the Westwood Greenway, or other community service jobs? Would there be staff available to supervise off-site volunteer activities?**

A:LAFH will be happy to work with the local community to identify potential volunteer and volunteer projects to benefit the local community and to help enrich the participants, based on their physical capacities and interest.

- 10. On some levels, this project appears to be a test of concept. What is the rationale for grouping 30 homeless people traumatized from homelessness with 29 other similarly traumatized persons into tiny modules while they are in off-site medical (includes mental health) or other treatments? A random selection of homeless persons will likely have at least 30% suffering addiction and 30% experiencing mental illness. Is there concern that some may harm or exploit others in the group?**

A: There are approximately 16,000 units of interim housing across the city, many of which are in facilities that are very similar to this one so we are relying on the lessons learned and best practices from these operations to make this a model facility. All participants are evaluated before being placed in order to assess and ensure their readiness to live in interim housing. If a participant requires a higher level of care, they will be transferred to an appropriate facility that meets their needs. LAFH has four decades of experience working with people who have become homeless. They currently operate 13 interim housing sites, and are among the most experienced service providers in the country.

G: Social Service Provider Operations

- 1. How will staffing be done? Who will be onsite and what additional resources will be brought to the location (and when)?**

A: Please see answer below (next question) for specific positions. Participants will be provided with the following services by LAFH and most of these will be provided onsite. If transportation is needed to access offsite services, it will be provided.

- Case Management/Housing Navigation
- Mental Health Support

- Participant Coordinators: 24/7 crisis intervention/doc readiness support
- Security 24/7 on site support
- Employment Services
- Pet Support Services
- Connection to Department of Mental Health, Substance Use Services, Physical Health Services
- Support for enrollment in programs such as Supplemental Security Income, Medi-Cal, CalFresh, etc.
- Community Enrichment Events: Yoga, Game Nights, Movie Nights, Art classes, Mental Health and Wellness Groups, etc.
- Outreach services completed by PATH

2. What is the typical onsite staffing pattern for a program location of this size?

A: On site there will be:

- 2 participant coordinators on site 24/7
- 1 security guard on site 24/7
- 1 Full-Time Mental Health Specialist
- 1 Full-Time Housing Navigator
- 1 Part-Time Housing Navigator
- 1 food services staff member on site per meal

3. Where will staff park?

A: Most staff will park onsite or in any replacement parking that we obtain.

4. What is the average longevity of field workers placed in locations such as this with the organization?

A: LAFH attracts passionate staff who have dedicated their lives to moving people experiencing homelessness into permanent housing. Many staff have been with LAFH for many years. Kelsey Madigan, who will lead the operation at Pico-Midvale, has been with the agency for nearly 7 years and worked in interim housing for 6 of the 7 years.

5. What is the level of education and training of on-site workers? Hiring salary and Range?

A: LAFH staff range from entry level with a desire and passion to serving people experiencing homelessness to licensed clinicians with decades of experience with this population. LAFH has committed to a minimum wage of \$20 per hour for all staff to be responsive to the cost of living in LA, with staff compensation commensurate with the role for which they are hired.

6. Who is going to provide the vocational and mental health counseling? Where are they going to conduct their sessions?

A: LAFH staff will provide these services on site.

7. How often will porta potty facilities be cleaned and serviced? How will the trucks access the site?

A: No porta potties will exist on site. All units have an ensuite private bathroom that is directly connected to the City sewer system.

8. If someone living at the facility breaks the rules and is removed, what is to keep them from camping/living nearby?

A: Once placed in interim housing, the vast majority of participants remain in housing. Occasionally, however, there are individuals who choose to leave or who violate the rules and are required to leave. While some of those individuals may return to the street, because we will be enforcing anti-camping laws in the area, they will not be permitted to set up a tent within 1,000 feet of the facility.

9. What is the policy on visitors to the facility and to residents' quarters?

A: No visitors will be allowed onsite.

10. Any curfews? Hours of outside use? Quiet hours? Outdoor activities? Communal spaces?

A: The project will be operated 24 hours a day, 7 days a week. Nighttime activity, however, will be limited, with established quiet hours from 10pm to 8am. There will be staff and security on-site at all times. In order to allow for individuals with jobs outside of regular business hours, there will not be a strict curfew in place.

11. What data is gathered by the operator and what are the measures for success? After a client leaves interim housing, how is their future activity tracked? Success defined as...?

A: Data on the participants served at the facility and their eventual outcomes is collected and reported through the Homeless Management Information System, or HMIS, a shared homeless services system that is used throughout the county. The success of interim housing depends in part on having a sufficient number of permanent housing units. We are working to create these units in the district and across the city and support efforts to make it easier and faster to build more affordable and supportive housing units citywide.

- 12. What evidence will be gathered to evaluate whether the project is achieving its objectives and will an independent evaluator analyze and report the findings? If not reaching its objectives, will the project be terminated?**

A: We will define our success by the reduction of street homelessness in the vicinity of the site, the number of participants connected to housing from the site, the number of connections to services such as employment and mental health and/or substance use treatment to those participants who may need it.

- 13. Can restrictions on delivery hours by trucks be established? Can truck deliveries be required to use major arterials to access the site and not use the local residential Streets?**

A: Food and cleaning/linen supplies need to be delivered to the site regularly to support the needs of the site. Our Operations team works with vendors to utilize the most appropriate access point with the least impact on the community and participants/staff at the site. We will work with the community on the details for these operational issues to minimize these impacts.

H: Economics

- 1. What is the projected cost to prepare the site, purchase the units and supporting structures, and install them to be ready for operation? Project cost? Total cost per unit? Cost per square foot?**

A: The per unit cost is roughly \$60,000 per unit, though there will be additional site preparation and construction costs that are still being determined.

- 2. How is the opportunity cost of this project to be evaluated? How has the impact to the Pico business corridor been evaluated? Impact on commercial rental rates and property values?**

A: Right now, we receive numerous calls from area businesses and residents each week regarding existing unhoused individuals who are disrupting business operations. We expect this project to be a net positive for the community as it will reduce street homelessness in the area, especially as we will be enforcing anti-camping laws in the vicinity. In addition, the increased sanitation resources, 24-hour security, and enhanced LAPD patrols, and other public safety measures will create a more positive environment for pedestrians and residents.

- 3. What incentives will the City offer to existing small businesses to remain on the neighborhood business corridor if the project is having negative impacts on their Business?**

A: We will work closely with existing small businesses to address any negative impacts. However, we believe that the added 24-hour security, increased LAPD patrol, anti-camping enforcement, sanitation resources, greenery, and walkable sidewalks will all positively impact local businesses. We are also investigating if there are existing or new funding programs to assist small businesses near the site with grants and/or low interest loans.

4. What incentives will the City offer to potential small businesses to locate on the neighborhood business corridor to fill empty spaces created as a result of current tenants leaving in response to the project?

A: We will work closely with existing small businesses and will have business representation on the community advisory committee to address any issues or concerns related to the project. CD 5 will also commit to investigating opportunities to provide support for local businesses as noted above.

5. What analysis was done to determine the economic impact on nearby businesses from the loss of parking?

A: LADOT conducted an assessment of the parking lot and determined that it was underutilized and noted that street and surface lot parking was available in the vicinity. We believe that this nearby parking will be able to absorb any loss in parking capacity. Even so, we are committing to working with private parking lots in the area to make those parking spaces available to the public.

6. Economic impacts on businesses results not just from the loss of parking. In Portland and other cities, the mere presence of individuals loitering around businesses have driven customers away. How will loitering be monitored and can residents be prohibited from doing so?

A: Right now, we receive numerous calls from area businesses and residents each week regarding existing unhoused individuals who are disrupting business operations. In addition to the no camping zone that will be established within 1,000 feet of the site, LAFH staff will also ensure that participants are not loitering outside of the facility. Communal spaces located inside the facility will also help reduce any loitering by program participants. It is also important to note that part of the purpose of this facility is to reduce existing street homelessness in the area which is itself creating negative economic impacts. Our goal is to improve conditions for businesses by reducing street homelessness.

7. What economic analysis was done to determine the economic impact on nearby businesses, rents and property values based upon the presence of this facility with a concentration of former homeless at a single location in their vicinity?

Impact on sales tax and/or property tax revenues? Impact on jobs should businesses leave the area?

A: We believe this site will be a net benefit to the nearby businesses since it will reduce street homelessness in the vicinity and will include increased public safety features such as more LAPD patrols, security cameras, more frequent street/sidewalk cleaning, and enforcement of anti-camping laws. Our staff are taking best practices and lessons learned from similar facilities in other parts of the city and applying them to this facility as we are committed to having a safe, well-managed site. More than 100 interim sites are operating across the city and the vast majority operate in an orderly and responsible manner, and with enforcement of anti-camping laws in their vicinity these are assets to their community as they have reduced street homelessness in the area.

8. In terms of harm prevention, what data are being collected and analyzed now since the imminent closure of the two parking lots threatens to severely reduce afternoon and evening patronage of nearby businesses, especially restaurants? (The north side of Pico does not allow any parking from 4 to 7 pm on weekdays.)

A: We believe that convenient nearby street and surface lot parking will be able to absorb any loss in parking capacity. We are also working with private parking lots in the area to make those parking spaces available to the public.

9. Impacts vs. gain of a very small number of beds?

A: Given the low utilization rate of the parking lot, and the availability of nearby lots and street parking, we believe that the potential for this site to bring more people off the street and into housing is worth pursuing. The Mayor and City Council, along with Angelenos everywhere, recognize that homelessness is a crisis in our communities and that we need a large number of interim housing, permanent supportive housing, and affordable housing to address this crisis. While this site may have a relatively small number of beds, we expect that the units will turnover frequently, allowing a large number of people to be transitioned from the streets. The Pico-Midvale facility is just one additional housing site that CD 5, the Mayor, and the region will be moving forward in the coming months.

10. What is the expected cost of operation of the program. What are City expenses vs. social service provider expenses?

A: The city will also be entering into a contract with LA Family Housing as the onsite service provider and the cost of this contract is yet to be finalized.

11. How many and which operators passed on getting involved because the project was “too small?” Average size of City’s tiny home facilities and interim housing locations? Ideal size?

A: LAFH was chosen as the operator for this site because of its reputation as a national leader in helping people transition out of homelessness and poverty. There are a range of facilities of this type in the City and while there is no “ideal size” most are about this size or larger. Because we are not installing “tiny homes” but larger units with their own bathrooms, we will have a smaller number of total units, but we believe this is a fair trade-off for a better facility overall, where any impacts and concerns can be well managed.

12. What are the economies of scale that could be achieved with a larger facility? Ideal size?

A: There is no ideal size for such projects as each is unique to the size, shape, and topography of the parcel on which it is located and larger facilities do not necessarily result in economies of scale. We are looking forward to bringing more beds online at other locations, and we welcome any suggestions for additional sites that could accommodate more participants.