CITY COUNCIL SUBCOMMITTEE ON HOMELESSNESS JULY 11, 2024
NEW BUSINESS

SUBJECT: TELEPHONE REPORTING SYSTEM FOR HOMELESS CONCERNS

INITIATED BY: COUNCILMEMBER JOHN HEILMAN

STATEMENT ON THE SUBJECT:

The City Council Subcommittee will discuss the current Homeless Concern Line system and consider enhancements to the system.

RECOMMENDATIONS:

1) Discuss the current Homeless Concern Line.
2) Direct staff to evaluate methods to improve our system for members of the public to report concerns about homeless individuals in need of support.

BACKGROUND / ANALYSIS:

The City of West Hollywood has established a Homeless Concern Line, which is a dedicated phone line for community members to report concerns regarding individuals experiencing homelessness. The phone number is (323) 848-6590. This is a non-emergency phone number. Callers can leave a voicemail and the voicemail is monitored by the staff within the Human Services Division. Upon receiving a voicemail, the Human Services team alerts one of the City's contracted service providers to take appropriate action.

The current voicemail greeting lasts approximately 45 seconds before callers can leave a message. Once someone leaves a message, staff are tasked with contacting service providers to share the message. However, since the telephone system is not monitored at all times, there may be a significant delay before any response.

This item allows the subcommittee to discuss the effectiveness of the telephone reporting system and provide staff with recommendations for possible alternatives to explore to improve the current system. As part of the discussion, the subcommittee should look at whether it is possible to create a method of reporting that is automatically shared with the contracted service providers. This may involve considering the development of an app to

enable immediate reporting. The intent is to find ways to relay the messages more efficiently to contracted service providers so community members in need can be reached as soon as possible.

CONFORMANCE WITH VISION 2020 AND THE GOALS OF THE WEST HOLLYWOOD GENERAL PLAN:

This item is consistent with the Primary Strategic Goal(s) (PSG) and/or Ongoing Strategic Program(s) (OSP) of:

- OSP-5: Support People through Social Services.
- OSP-12: Actively Participate in Regional Issues.

In addition, this item is compliant with the following goal(s) of the West Hollywood General Plan:

- HS-1: Maintain and pursue humane social policies and social services that address the needs of the community.

EVALUATION PROCESSES:

N/A

ENVIRONMENTAL SUSTAINABILITY AND HEALTH:

N/A

COMMUNITY ENGAGEMENT:

N/A

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPARTMENT / HUMAN SERVICES DIVISION

FISCAL IMPACT:

None at this time.

ATTACHMENT:

None.