CITY COUNCIL
UNFINISHED BUSINESS

AUGUST 18, 2025

SUBJECT: **AGENCY & FUNDING RECOMMENDATIONS FOR 2025-2028 SOCIAL SERVICES CONTRACTS**

PREPARED BY: **HUMAN SERVICES & RENT STABILIZATION DEPARTMENT**

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STATEMENT ON THE SUBJECT:

The City Council will consider recommendations from staff and the Human Services Commission for social services contracts for the 2025-2028 contract cycle.

RECOMMENDATIONS:

1. Approve the agency selection and funding recommendations for social services providers for the upcoming contract cycle for 2025-2028.
2. Approve the waiver of facility use fees, special event fees, and parking validations for the organizations approved for social services contracts that hold programs and events at City facilities to fulfill the agreed upon scope of services.

BACKGROUND / ANALYSIS:

This year marks 40 years of investment in social services by the City of West Hollywood. Since 1985, the City has prioritized healthcare and community wellness by funding services that reflect its core value of *Respect and Support for People*. The City's Human Services Division plays a key role in this work, connecting West Hollywood community members with a broad range of initiatives, programs, contracted social services, and essential resources that respond to the needs of the community and promote health, equity, inclusion, and wellbeing.

Since 1985, the City of West Hollywood has partnered with nonprofit organizations to provide essential social services. Over the past decade, the City has strategically invested in programs that address the evolving needs of its diverse population, improving

residents' quality of life, safety, and health. Ten years ago, the City allocated approximately $4.5 million to social services contracts. During the pandemic, annual funding rose to $5.5 million, supplemented by an additional $4.4 million in emergency funds between 2020-2024 to assist vulnerable community members through the provision of eviction related legal defense, rental assistance, emergency meals, and transportation. Today, the City proposed to allocate $8.3 million for social services, reflecting its ongoing commitment to the community and the rising costs of service delivery. This represents only one part of the City's broader community investments, which also includes a robust rent stabilization and affordable housing program, recreation and cultural arts offerings, neighborhood beautification initiatives, and transportation services such as the free Cityline shuttle and on-demand rides for seniors and people with disabilities.

To meet the evolving needs of its most vulnerable residents, the City issued a Request for Proposals (RFP) on April 25, 2025, to identify community partners for the 2025–2028 social services contract cycle. The City received 47 proposals requesting a total nearly $18 million in program funding.

Of the City's current social services contract providers, two agencies—the Los Angeles LGBT Center's Mental Health Services Program and Step Up on Second—did not reapply for funding in the upcoming cycle for one or more of their programs. The LGBT Center cited reduced federal support and limited organizational capacity, making it no longer feasible to sustain its West Hollywood–based mental health program. However, the organization applied to maintain or expand five other existing programs with the City. Step Up on Second also chose not to reapply, citing staffing shortages and the challenges of operating a comprehensive homeless services program within the City's funding structure.

These changes in provider participation, along with shifts in community needs and service priorities, form the context for the recommendations and analysis that follow. The remainder of this report is organized into the following sections:

1. RFP Overview and Timeline
2. Evaluation
3. Service Area Consolidation & Expansion

4. Staff Funding Recommendations
5. Human Services Commission Recommendations
6. City Council Options
7. Funding Practice and Program Monitoring

This staff report also includes the following attachments, which provide detailed summaries of proposals, staff recommendations, and community input:

- **Attachment A – Summary of Social Services Proposals with Staff & Human Services Commission Funding Recommendations**
  Overview of all proposals submitted for the 2025–2028 contract cycle, including requested funding amounts, brief program descriptions, and recommended funding levels from staff and the Human Services Commission.
- **Attachment B – Staff Recommendation for Agency Selection, Funding Levels, and Scopes of Work (2025–2028)**
  Detailed for each recommended agency and program, including funding amounts and scopes of work defining expected services for the contract period.
- **Attachment C – Focus Group Results**
  Findings from *The 2025 West Hollywood Service Provider Assessment of Community Needs and Priorities*, based on focus groups with providers in six service sectors. Key themes include rising service demand, increasingly complex client needs, staffing shortages, and provider closures.
- **Attachment D – Survey of Residents**
  Results from the *City of West Hollywood 2025 Community Survey*, capturing resident perspectives on social services, including awareness of, satisfaction with, and priorities for social services in the community.

1. RFP Overview and Timeline

The 2025–2028 Social Services Contract RFP process was a collaborative effort between Human Services staff and the Human Services Commission, from the initial draft through final funding recommendations. Between January and April 2025, staff engaged

extensively with community members, Advisory Boards, and Commissions to help shape funding priorities. This included a televised Public Hearing on Social Services Priorities, where members of the public were invited to share their perspectives.

The City Council provided direction and input regarding the Social Services RFP process over the course of FY25, through feedback in response to staff updates as well as several City Council initiated items, including:

- **Grants in the Schools:** Staff completed a review of the Grants in Schools Program with key stakeholders and members of the Children's Roundtable in spring of 2025 and will return to Council with proposed revisions to better align the program with identified needs. Staff also expanded the eligibility terms of the Social Services RFP to allow schools and organizations that support locals schools to apply.

- **Exploration of Childcare Needs:** Planning for a townhall and exploration of childcare availability and affordability is on the FY26 workplan and is in development. Staff will return to Council as directed with the results of the community engagement, related policy research, and potential next steps.

- **Exploration of Social Services Micro-Grants Program:** Staff presented the micro-grants concept with the Human Services Commission and explored its inclusion in the Social Services RFP. The Commission was excited about the concept and provided feedback that the micro grants program may be more flexible as a standalone program. Planning for the micro-grants program is on the FY26 workplan and staff will return to Council as directed with an analysis and program overview.

- **Harm Reduction:** In response to this directive, staff have taken several actions to strengthen and expand the City's harm reduction infrastructure. The City procured and distributed all-in-one fentanyl detection kits during the 2025 WeHo Pride event, increasing free public access to and awareness about overdose prevention tools. As part of the 2025-2028 request for social services proposals, staff have included a recommendation to support the launch of a new service that will allow for the at-

home delivery of fentanyl test kits to West Hollywood community members. Additionally, staff are pursuing a lease of up to five harm reduction vending machines to expand community access to life-saving tools and information.

- **Immigration Services:** Staff have identified vendors and presented agreements for services to provide food and rental assistance programs as a separate item on this Council agenda, and are working to develop a legal services program. Staff have organized and presented numerous Know Your Rights clinics for the community in partnership with legal aid organizations.

Together, these initiatives reflect a coordinated approach to advancing community priorities across health, housing, and social services.

Staff partnered with a consultant conduct focus groups with City partners and service providers to assess unmet needs and the impact of federal funding reductions. Staff also engaged a public opinion research firm to conduct a statistically-valid survey of residents to further inform decision-making by staff, the Human Services Commission, and the City Council. The findings from the focus groups were presented to the Commission on June 10, 2025 and the results of the resident surveys were presented at the July 22, 2025, Commission meeting to support the Commission's deliberations. The findings from those studies are shared with this report as attachments C & D.

To ensure transparency, the Human Services Commission reviewed and discussed proposals at televised meetings on July 8 and July 22, 2025, culminating in formal funding recommendations on July 22, 2025.

These efforts resulted in an RFP process that was deeply informed by community input. Many of the proposals reflected inclusive, culturally competent program designs tailored to the City's priority populations, including LGBTQ+ individuals, older adults, people with disabilities, people experiencing homelessness, and those facing housing insecurity. Proposals that demonstrated a strong commitment to equity, innovation, and leveraging additional resources to maximize the impact of City funds were prioritized in the evaluation process. The following table highlights the key dates from this year's funding process.

Table 1: 2025 RFP – Key Dates	
March 11	Human Services Commission (HSC) approved Social Service RFP
April 8	HSC held a public hearing on funding priorities
April 21	City Council reviewed RFP and discussed funding priorities
April 25	RFP released to the public
May 7	Pre-Bid Conference Meeting
June 5	RFP Proposal deadline
June 10	HSC received proposals for review
July 1	Applicants submitted written responses to HSC questions
July 8	Commissioners discussed proposals and followed up with applicants in a public Commission meeting
July 22	Commission received staff recommendations of $8.29 million in social services contracts in a public Commission meeting
August 18	Recommendations presented to City Council for consideration
September 15	Social Services contracts presented to City Council for approval
October 1	Three-year social service contract cycle begins

2. Evaluation

Proposals submitted through this RFP were evaluated through a collaborative process involving both the Human Services Commission and City staff. All proposals were scored through a structured evaluation using a 100-point rubric. The evaluation considered the clarity and quality of the program design, the use of data and evidence to inform services, the appropriateness of proposed budgets, and the history and capacity of the organization. In addition, all new applicants received site visits, while the performance history of current contractors was carefully assessed. Staff also looked at duplication of services and whether proposals filled identified service gaps and/or served priority populations.

3. Service Area Expansion and Consolidation

Staff are proposing to consolidate homeless services and significantly expand the following service areas over the next three years, in alignment with the community priorities identified during the development of the RFP: food and nutrition services; HIV

prevention, care, and support services; housing security; and substance use disorder and harm reduction services.

Food and Nutrition: To expand the City's capacity to address the nutritional needs of the community, staff propose a significant expansion of the Seeds of Hope program. This well-utilized and trusted program currently provides weekly food distribution at Plummer Park, and with its expansion, it will increase service delivery by offering distributions at West Hollywood Park. The program will also expand their nutrition education and cooking demonstrations at additional West Hollywood Community Housing Corporation properties. Smaller distributions and nutrition education programming will also take place at additional sites for the general public.

Staff recommend continuing the current level of service for Jewish Family Service's Senior Nutrition Program, the SOVA Community Food Pantry, and Project Angel Food, which continue to meet the needs of community members experiencing food insecurity. Lastly, to further strengthen the City's food assistance network, staff recommend establishing a new contract with World Harvest Charities and Family Services to provide grocery store vouchers to community members in need.

HIV Prevention, Care, and Support Services: For over 40 years, the City of West Hollywood has remained deeply committed to ending the HIV epidemic—a crisis that has profoundly shaped the City's history and impacted countless lives. Recent federal funding cuts to HIV and LGBTQ+ programs are placing significant strain on the community-based organizations that have long served as trusted partners in this work. These funding challenges are expected to intensify in 2026 and beyond.

One immediate impact of these cuts is the closure of the LA LGBT Center's Center WeHo testing clinic, which previously served approximately 1,600 community members—primarily younger gay and bisexual men ages 24 to 39. The loss of this site eliminates a critical, no-cost access point for HIV and STI testing, prevention, and treatment services.

In response, staff recommend a twofold strategy: continue supporting the LA LGBT Center's Hollywood location at a reduced level to maintain continuity of care for West Hollywood community members who are currently served there and expand the City's

partnership with Men's Health Foundation to serve as the primary provider of HIV testing and prevention services in West Hollywood. Men's Health Foundation currently offers PrEP and PEP services through its existing contract, and this expanded role will allow the organization to absorb the clients previously served at Center WeHo.

This approach balances continuity for those who wish to remain with the LA LGBT Center—particularly individuals receiving ongoing HIV medical care at the Hollywood site—with the City's commitment to ensuring broad access to high-quality, community-based prevention services. It reflects West Hollywood's enduring dedication to the health and well-being of LGBTQ+ residents amid shifting resources and growing community needs.

Supportive services for people living with HIV will also expand through a contract with Being Alive, which operates the West Hollywood Harm Reduction Center. The proposed increase in funding will support additional staff and help maintain critical services, including syringe exchange, wellness programming, and peer support for people living with HIV.

Other longstanding partners—including APLA Health, Planned Parenthood, TransLatin@ Coalition, and the LGBT Center's WeHo Life program—will continue to provide the services that many community members have come to rely on. In addition, the expansion of the City's partnership with Healthcare in Action will bring new HIV/STI testing and treatment services, PrEP and PEP, medication management, and HIV specialty care to people experiencing homelessness in West Hollywood.

Homeless Services: Staff recommend streamlining the City's homelessness response by reducing duplicated outreach efforts and designating a single lead provider for direct care and navigation services. Currently, the City contracts with multiple organizations—Healthcare in Action (HIA), Ascencia, Step Up on Second, Tarzana Treatment Centers, the TransLatin@ Coalition, and the LGBT Center's Youth Services Program—to conduct street outreach and host drop-in hours at the West Hollywood Library.

During the previous RFP cycle, staff, the Human Services Commission, and the City Council supported a multi-agency outreach model, with the hope that collaboration would

expand access and improve care. However, over time, staff observed that overlapping scopes of work among providers led to inefficiencies and fragmented service delivery—particularly in complex or high-visibility cases involving repeated service refusal, behavioral health crises, or community safety concerns.

Over the past three years, HIA has demonstrated positive outcomes and strong alignment with the City's goals. The organization has embedded itself in the community, sharing space at Being Alive's Harm Reduction Center, maintaining fast response times, and cultivating partnerships with the West Hollywood Sheriff's Station, the City's unarmed security ambassadors, and the West Hollywood Care Team. Healthcare In Action's team meets twice-monthly with Sheriff's Deputies to conduct joint outreach and build trust with unhoused community members.

Program outcomes further support expansion. In the most recent contract year, HIA served 272 unsheltered individuals, providing field-based medical care—including wound treatment, chronic disease monitoring, and HIV care—as well as behavioral health services such as psychotherapy, psychiatric care, and medication management. As staff continue working toward an Integrated Services Model to strengthen coordination among law enforcement, close service gaps, and improve outcomes, HIA stands out as the most strategically aligned provider to lead street-based engagement in West Hollywood.

This recommendation reflects the City's commitment to person-centered, high-quality care for those experiencing homelessness. With its comprehensive approach and track record of success, Healthcare in Action is uniquely positioned to serve as the City's lead homeless services provider. Staff recommend significantly expanding the agency's scope, hours, and budget to support this role. Additionally, Step Up on Second did not reapply for funding due to staffing shortages, resulting in a gap in street-based mental health services that HIA is well equipped to fill.

To reduce duplication and strengthen coordination, staff propose adjusting the scopes of work for several current outreach providers. This includes reducing, eliminating, or renegotiating contracts with Ascencia, the LGBT Center's Youth Services Program, Tarzana Treatment Centers, and the TransLatin@ Coalition. Staff recommend continuing

to fund Ascencia at a reduced level, focusing on its core strength: shelter and housing services. Under this recommendation, Ascencia would discontinue street outreach and instead concentrate on shelter operations, interim housing, housing placement, and retention support. With the Holloway Interim Housing Program set to open later this summer—and in partnership with Community Bridge Housing Corp.—the City will expand its adult shelter capacity from 10 to 15 reserved beds.

For the TransLatin@ Coalition, staff recommend a modest reduction in funding to remove the outreach and linkage components, which overlap with services already provided by Healthcare in Action and the Care Team. The organization will continue to receive funding for service components that are deeply aligneded with City priorities. The City also recommends continued support for the LGBT Center's Youth Services emergency and transitional housing program, which serves LGBTQ+ youth ages 14 to 24. However, the scope of work will be refined to place greater emphasis on housing placement and workforce development. These services will be strengthened through continued collaboration with street-based providers such as Healthcare in Action and the West Hollywood Care Team.

Housing Security: To help community members remain housed and live independently, staff recommend increased funding for several key programs. This includes additional support for Bet Tzedek to expand staffing capacity, enabling the program to serve more clients and respond more quickly during time-sensitive eviction proceedings. In addition to legal intervention and representation, staff also recommend continued funding for outreach, tenant advocacy, and tenants' rights clinics through the Coalition for Economic Survival (CES). To reduce duplication and strengthen coordination, staff will facilitate a Memorandum of Understanding (MOU) between CES and Bet Tzedek, ensuring the two organizations collaborate effectively to support vulnerable community members at risk of housing instability.

Staff recommend increasing the budgets for APLA Health – Housing Support and the National Council of Jewish Women to expand their capacity to provide rental assistance to community members in need. Over the past two years, both programs exhausted

their rental assistance funds within the first six months of the program year. Increasing available resources will help ensure that these services remain accessible and sustainable year-round.

Lastly, staff recommend fully funding the Disability Community Resource Center to expand their services, which include case management, emergency financial assistance, home modifications, and assistive technology. These services are essential to support community members with disabilities in gaining and maintaining independence and stability in their homes.

Substance Use Disorder and Harm Reduction Services: The LA LGBT Center's Mental Health Services program did not re-apply for funding for the next contract cycle, which will create a significant gap in support for individuals struggling with substance use—particularly the loss of recovery groups tailored to gay and bisexual men living with methamphetamine addiction. To address this unmet need, staff recommend funding APLA Health's Party Wise program. This program offers an evidenced based intervention to help community members reduce or eliminate meth use in a supportive, affirming environment.

The City received a proposal from Defense Diagnostics to distribute its all-in-one fentanyl test kits through multiple channels, including with community partners, at pop-up events, and through mail delivery. While the full scope of the proposal is not recommended for funding, staff recommend supporting Defense Diagnostics' mail distribution component, to ensure individuals who prefer private access to harm reduction tools can receive them discreetly. To supplement this program, staff recommend increasing funding to Being Alive and WeHo Life to purchase and distribute fentanyl test kits, Narcan, and other supplies for in-person access. Opioid Settlement Funds, allocated over the next three years, will be used to help offset the high cost of these supplies.

Staff also recommend expanding its partnership with the WeHo Life program to deliver culturally responsive outreach and public health education focused on overdose prevention and substance use harm reduction. This expansion includes broader access

to more accurate drink-spiking detection tools—specifically those that identify benzodiazepines (“roofies”).

Staff recommend not renewing the City’s contact with Tarzana Treatment Centers due to not meeting program goals or demonstrating meaningful impact to the community. The Tarzana program primarily focused on street outreach for people experiencing homelessness, which is a duplication of services with Healthcare in Action. In addition, no residential treatment invoices have been submitted in the past two years, suggesting minimal to no utilization.

To replace Tarzana, staff propose a new contract with the Los Angeles Centers for Alcohol and Drug Abuse (L.A. CADA) to enroll approximately 24 community members annually into treatment services. It will focus on targeted outreach in high-risk settings such as street cruising areas, sex parties, and bathhouses, where gay and bisexual men and transgender women may be using substances.

Finally, staff recommend adding Rainbow Hill, an LGBTQ+-affirming residential treatment provider, to the City’s pool of contracted programs, alongside Awakening Recovery, to expand access to inclusive, recovery-focused care for community members in need of residential treatment options.

4. Staff Funding Recommendations

Every proposal reflected a strong commitment to serving the West Hollywood community, and staff sincerely appreciate the thought and effort put forth by all applicants. With limited resources and many high-quality proposals, difficult decisions were necessary. Staff recommendations reflect a balanced evaluation of each program’s impact, alignment with City priorities, feasibility, and past performance. Modifications to the scope of work for selected programs have been shared with the respective agencies, and staff will work with each agency to refine these scopes following Council’s approval of funding, prior to the contracts returning to Council for final consideration.

The proposed portfolio aligns with the City’s key initiatives—Aging in Place, HIV Zero, the Homeless Initiative, and the Poverty Reduction Initiative—and is shaped by input from Advisory Boards, Commissions, community engagement, and planning tools like the

WeHo 40 Strategic Plan and 2025 Nonprofit Needs Assessment. Funded programs address a broad range of needs, including services for older adults, children and families, people living with HIV, those experiencing homelessness, and LGBTQ+ community members. They also support mental health, food access, tenant rights, harm reduction, economic stability, and social connection. Each program reflects the City's priorities through the provision of services that are inclusive, holistic, and outcome driven. Staff held a public hearing and presented their recommendations to the Human Service Commission on July 22, 2025.

In addition to direct funding allocations, the City supports providers by reducing operational barriers. Included in this staff report is a recommendation for pre-approval by the City Council of waivers of associated fees, including facility use fees, parking validations, special event permits, encroachment permits, technical support, and bagged meters. The waivers will be granted by staff to contracted providers as needed to help ensure equitable access to City facilities and resources, allowing providers to focus on delivering essential programs to community members without incurring the added barriers or costs of additional City fees.

5. Human Services Commission Funding Recommendations

The Human Services Commission indicated significant alignment with most of the staff recommendations at its meeting on July 22, 2025. The Commission recommended reducing staff's recommended budget for Healthcare in Action by $215,000 (from $1,354,169 to $1,139,169) in order to apply those funds for the following additional services:

- To enter a new contract with the Van Ness Recovery House for $75,000 to provide workforce development for graduates of the program.
- To enter a new contract with Capitol Drugs for $50,000 to provide pharmacy-initiated PrEP and PEP services and HIV testing.
- To increase funding for Defense Diagnostic by $60,000, for a revised total of $70,000 to provide all-in-one fentanyl testing kits and other proposed services.
- To increase the amount Rainbow Hill can access from the Treatment Pool of Funds

by $30,000 for a total of $55,000. This would increase the Treatment Pool of Funds by $50,000 to $80,000.

6. City Council Options

The following table (Table 2) outlines the programs for which staff are recommending social services contracts (column A), including an abbreviated description of each program (column B), staff's funding recommendations (column C) and the funding changes proposed by the Human Services Commission (column D).

The City Council is being asked to provide approval of a funding package as shown in Column C, Staff Recommendations. As an alternative, the Human Services Commission has recommended funding as shown in Column D. The City Council may also choose to provide direction that differs from those recommendations shown below.

During discussion of the FY25-26 budget, the Council approved $1 million in addition to the regular program budget for the delivery of social services during the 2025-2028 contract cycle. Staff have incorporated this additional funding into their recommendations, and $250,000 remains available for discretionary Council allocation.

Once determined by Council, staff will work with the agencies to finalize service agreements at the approved levels. Staff will return to the City Council at the September 15, 2025 meeting for administrative approval of the final agreements for service.

Table 2: Funding Recommendations

A	B	C	D
Agency / Program	**Scope of Work**	**Staff Funding Rec.**	**HSC Funding Rec.**
APLA Health - Community Support	Benefits Counseling, Substance Use Recovery, Support for People living with HIV	$223,550	
APLA Health - Housing Support*	Financial Assistance	$302,441	
Ascencia	Emergency Shelter	$256,190	
Awakening Recovery, Inc.	Substance Use Recovery	TPOF*	
Being Alive	Harm Reduction, Mental Health Counseling, Support for People living with HIV, Syringe Exchange	$231,392	

Capitol Drugs	Pharmacy-initiated PrEP and PEP services and HIV testing	--	$50,000
Bet Tzedek Legal Services	Legal Assistance	$650,000	
Coalition for Economic Survival	Tenant Education and Advocacy	$75,000	
Community Bridge Housing Corp.	Emergency Shelter	$60,000	
Defense Diagnostics Inc	Harm Reduction	$10,000	$60,000
Disability Community Resource Center	Support for People with Disabilities	$107,197	
Episcopal Diocese of Los Angeles - Seeds of Hope	Food Distribution	$231,392	
Healthcare in Action	Case Management, Harm Reduction, Holistic Patient Care, HIV/STI Testing & Treatment, Housing Navigation, Medication Delivery, Substance Use Recovery, Psychiatric Services, Street Outreach	$1,354,169	$1,139,169
Housing Works	Support for Formerly Unhoused People	$155,458	
Jewish Family Service (JFS) - Senior Nutrition Program	Congregate Meals, Home Delivered Meals	$677,601	
JFS SOVA Community Food & Resource Program	Food Distribution, Food Pantry	$157,199	
JFS West Hollywood Comprehensive Service Center	Benefits Counseling, Support for Older Adults and People with Disabilities, Mental Health Counseling, Psychiatric Services, Wellness Activities	$1,102,960	
JVS SoCal	Workforce Development	$187,408	
LA LGBT Center - Senior Services	Support for LGBTQ+ Older Adults	$105,949	
LA LGBT Center - Sexual Health & Education Program	HIV/STI Testing and Treatment	$166,411	
LA LGBT Center - Survivor Services & Legal Services	Immigration Relief for LGBTQ+ Asylum Seekers and Refugees, Support for Survivors of Violence	$107,336	
LA LGBT Center - Youth Services	Emergency Shelter, Transitional Housing, Workforce Development	$184,371	
LA LGBT Center - WeHo Life	Harm Reduction, Health Education	$190,000	
Los Angeles Centers for Alcohol and Drug Abuse	Harm Reduction, LGBTQ+ Venue-based Outreach, Substance Use Recovery	$149,403	
Maple Counseling Center	Mental Health Counseling	$60,000	

Men's Health Foundation	HIV/STI Testing and Treatment, PrEP & PEP	$290,502	
National Council of Jewish Women	Financial Assistance	$327,420	
Pathways LA	Pre-School Education	$270,000	
Planned Parenthood Los Angeles	Sexual and Reproductive Health	$93,060	
Project Angel Food	Home Delivered Meals	$196,927	
Rainbow Hill Enterprise LLC	Substance Use Recovery	TPOF*	TPOF + $30K
The Translatin@ Coalition	Peer Support, Workforce Development	$250,000	
Van Ness Recovery House	Workforce development for graduates of the program	---	$75,000
World Harvest Charities and Family Services	Grocery Vouchers	$69,000	
*Treatment Pool of Funds: Awakening Recovery and Rainbow Hill		$50,000	$80,000
Total Funding Recommendations:		**$8,292,336**	**$8,292,336**

7. Funding Practice and Program Monitoring

It is the City's practice to encourage agencies to utilize City contracts for 'gap funding' in support of programs that receive other sources of funds. The City's funds often provide greater flexibility than other more restrictive government or foundation grants, making them a valuable complementary resource. The final negotiated budgets may reflect gap funding, outlining costs charged to West Hollywood where alternative funding are insufficient or unavailable. However, the final contract budgets will not duplicate any other funding sources for the same service.

Another fiscal principle which the City applies to the allocations is proportional funding. The City will contribute to a program's budget in an amount that does not exceed the level of service the City will receive. While the City will not fund more than its share of services, it may choose to fund less depending on available resources and demonstrated need. To ensure accountability and measure the effectiveness of services, staff will work with agencies to develop clearly defined scopes of work that include both qualitative and quantitative performance indicators.

Agencies will also be expected to submit regular performance and financial reports,

including data that demonstrate the program's impact and alignment with City goals. Continued funding will be contingent upon timely and accurate reporting, satisfactory performance, and the program's ability to meet agreed-upon benchmarks.

Provisional status is assigned to all new programs. The purpose is to indicate to both the agencies and the City that a program is new to the social services contract cycle and may therefore require additional staff support and higher levels of monitoring to ensure contractual compliance. Programs with provisional status will be evaluated after six months of service delivery to ensure performance, compliance and alignment with the City's contract expectations. If approved by the City Council, the following agencies will be on provisional status from October 1, 2025 through March 31, 2026: Coalition for Economic Survival, Community Bridge Housing Corporation, Defense Diagnostics, Los Angeles Centers for Alcohol and Drug Abuse, Rainbow Hill Enterprise, and World Harvest Charities and Family Services.

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.

  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:

Proposals for social services contracts were evaluated quantitatively and qualitatively, as described in this report. Each program has a set of service goals and performance metrics that staff monitor on a regular basis. Results are routinely reported to the Human Services Commission and to the City Council.

ENVIRONMENTAL SUSTAINABILITY AND HEALTH:

Key goals of the City's social services contracts are to provide programming that sustains

community health and improves the quality of life for community members.

COMMUNITY ENGAGEMENT:

The 2025 Social Services Request for Proposal process included public hearings, focus groups with community-based organizations, and guided discussions with City Advisory Boards and Commissions.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPT / HUMAN SERVICES DIVISION

FISCAL IMPACT:

None at this time. Funding for this program is budgeted for fiscal year 2025-26 in account 100-3-05-53-536023 Social Service Contracts*.*

During discussion of the FY25-26 budget, the Council approved $1 million in addition to the regular program budget for the delivery of social services during the 2025-2028 contract cycle. Staff have incorporated this additional funding into their recommendations, and $250,000 remains available for discretionary Council allocation.

This item authorizes the Director of Finance & Technology Services to allocate $1,000,000 from unallocated General Fund Reserves in fiscal year 2025-26 to account number 100-3-05-53-536023 for supplemental funding of the social services contracting budget, as discussed during the approval of the FY2025-26 budget.

Any unused or returned funds from current or future contract cycles will be used to address funding shortfalls for the recommended programs.

General Fund Supplemental Appropriations
Fiscal Year 2025-26

Date	Description	Amount
Approved Supplemental Expenditures		
08/04/2025	Operations: Marketing & Outreach Support for Cannabis Businesses	$ 200,000
Total Approved		**$ 200,000**
Proposed Supplemental Expenditures		
08/18/2025	Operations: Outdoor Ice Skating Rink	$ 200,000
08/18/2025	Operations: Support for Community Members Impacted by Immigration Actions	$ 375,000
08/18/2025	Operations: Social Services Contracts	$ 1,000,000
Total Proposed		**$ 1,575,000**
Appropriations Surplus/(Deficit) as Proposed		**$ (1,775,000)**
** Drawdown of Committed Reserves*		
08/18/2025	Operations: Social Services Contracts	$ (1,000,000)
Total Use of Committed Reserves		**$ (1,000,000)**

ATTACHMENTS:

Attachment A – Summary of Social Services Proposals with Staff & Human Services Commission Funding Recommendations

Overview of all proposals submitted for the 2025–2028 contract cycle, including requested funding amounts, program descriptions, and recommended funding levels from staff and the Human Services Commission.

Attachment B – Staff Recommendation for Agency Selection, Funding Levels, and Scopes of Work (2025–2028)

Detailed for each recommended agency and program, including funding amounts and scopes of work defining expected services for the contract period.

Attachment C – Focus Group Results

Findings from *The 2025 West Hollywood Service Provider Assessment of Community Needs and Priorities*, based on focus groups with providers in six service sectors. Key themes include rising service demand, increasingly complex client needs, staffing shortages, and provider closures.

Attachment D – Survey of Residents

Results from the statistically valid *City of West Hollywood 2025 Community Survey*, capturing resident perspectives on social services, including awareness of, satisfaction with, and priorities for social services in the community.

Summary of Social Services Proposals with Staff and Human Services Commission Recommendations

Agency & Program	Program Description	2024-25 Funding Amount	2025-26 Agency Funding Request	2025-2026 Staff Funding Recommendation	2025-2026 HSC Funding Recommendation
APLA Health - Community Support	Benefits Counseling, Substance Use Recovery, Support for People living with HIV	$525,991	$442,793	$223,550	*Agree with Staff*
APLA Health - Housing Support	Financial Assistance	N/A	$350,500	$302,441	*Agree with Staff*
Ascencia	Emergency Shelter	$395,309	$653,502	$256,190	*Agree with Staff*
Awakening Recovery, Inc.	Substance Use Recovery	N/A	$25,000	TPOF	*Agree with Staff*
Being Alive	Harm Reduction, Mental Health Counseling, Support for People living with HIV, Syringe	$143,242	$337,037	$231,392	*Agree with Staff*
Bet Tzedek Legal Services	Legal Assistance	$558,453	$700,000	$650,000	*Agree with Staff*
Bet Tzedek Legal Services - Eviction Defense	Legal Assistance	$401,503	$0	$0	*Agree with Staff*
Capitol Drugs*	Pharmacy-initiated PrEP and PEP services and HIV testing	$0.00	$113,870	$0	**$50,000**
Coalition for Economic Survival*	Tenant Education and Advocacy	$0.00	$75,000	$75,000	*Agree with Staff*
Community Bridge Housing Corp.*	Emergency Shelter	$0.00	$60,000	$60,000.00	*Agree with Staff*
Defense Diagnostics Inc*	Harm Reduction	$0.00	$104,500	$10,000	**$60,000**
Disability Community Resource Center	Support for People with Disabilities	$66,548	$107,197	$107,197	*Agree with Staff*
Episcopal Diocese of Los Angeles - Seeds of Hope	Food Distribution	$78,954	$455,587	$231,392	*Agree with Staff*
Healthcare in Action	Case Management, Harm Reduction, Holistic Patient Care, HIV/STI Testing & Treatment, Housing Navigation, Medication Delivery, Substance Use Recovery, Psychiatric Services, Street Outreach	$578,663	$3,856,457	$1,354,169	**$1,139,169**
Housing Works	Support for Formerly Unhoused People	$148,923	$155,458	$155,458	*Agree with Staff*
Jewish Family Service (JFS) - Senior Nutrition Program	Congregate Meals, Home Delivered Meals	$637,669	$677,601	$677,601	*Agree with Staff*
JFS SOVA Community Food & Resource Program	Food Distribution, Food Pantry	$154,117	$189,992	$157,199	*Agree with Staff*
JFS West Hollywood Comprehensive Service Center	Benefits Counseling, Support for Older Adults and People with Disabilities, Mental Health Counseling, Psychiatric Services, Wellness Activities	$1,102,886	$1,102,960	$1,102,960	*Agree with Staff*
JVS SoCal	Workforce Development	$203,914	$222,888	$187,408	*Agree with Staff*

ATTACHMENT A

Summary of Social Services Proposals with Staff and Human Services Commission Recommendations

Agency & Program	Program Description	2024-25 Funding Amount	2025-26 Agency Funding Request	2025-2026 Staff Funding Recommendation	2025-2026 HSC Funding Recommendation
Los Angeles Centers for Alcohol and Drug Abuse *	Harm Reduction, LGBTQ+ Venue-based Outreach, Substance Use Recovery	$0.00	$200,000	$149,403.00	*Agree with Staff*
LA LGBT Center - Senior Services	Support for LGBTQ+ Older Adults	$103,872	$214,476	$105,949	*Agree with Staff*
LA LGBT Center - Sexual Health & Education Program	HIV/STI Testing and Treatment	$256,017	$433,896	$166,411	*Agree with Staff*
LA LGBT Center - Survivor Services & Legal Services	Immigration Relief for LGBTQ+ Asylum Seekers and Refugees, Support for Survivors of Violence	$102,810	$139,245	$107,336	*Agree with Staff*
LA LGBT Center - Youth Services	Emergency Shelter, Transitional Housing, Workforce Development	$180,756	$300,000	$184,371	*Agree with Staff*
LA LGBT Center - WeHo Life	Harm Reduction, Health Education	$140,675	$345,497	$190,000	*Agree with Staff*
Maple Counseling Center	Mental Health Counseling	$52,020	$60,000	$60,000	*Agree with Staff*
Men's Health Foundation	HIV/STI Testing and Treatment, PrEP & PEP	$90,366	$124,851	$290,502	*Agree with Staff*
National Council of Jewish Women	Financial Assistance	$147,785	$467,389	$327,420	*Agree with Staff*
Pathways LA	Pre-School Education	$154,690	$309,006	$270,000	*Agree with Staff*
Planned Parenthood Los Angeles	Sexual and Reproductive Health	$93,060	$93,060	$93,060	*Agree with Staff*
Project Angel Food	Home Delivered Meals	$189,629	$196,927	$196,927	*Agree with Staff*
Rainbow Hill Enterprise LLC*	Substance Use Recovery	$0.00	$200,000	TPOF	**TPOF +$30,000**
Translatin@ Coalition	Peer Support, Workforce Development	$260,100	$396,845	$250,000	*Agree with Staff*
World Harvest Charities and Family Services*	Grocery Vouchers	$0	$346,364	$69,000	*Agree with Staff*
Treatment Pool of Funds: Awakening Recovery and Rainbow Hill	Treatment pool of funds are based on fee-for-service billings by these providers, up to the total	N/A	N/A	$50,000	**$80,000**

The following programs are not recommended by staff. The Human Services Commission differed with respect to the Van Ness Recovery House.

Block by Block CA *	Outreach and care linkage	$0.00	$926,104	$0	*Agree with Staff*
Coalition to Abolish Slavery & Trafficking *	Services for human trafficking survivors	$0.00	$150,000	$0	*Agree with Staff*
Jacob Joseph and Jabez Family Counseling and Professional Services Grp Inc. *	Therapeutic case management with AI monitoring	$0.00	$495,828	$0	*Agree with Staff*
Jewish Free Loan Association *	Emergency Loans	$0.00	$264,000	$0	*Agree with Staff*

Summary of Social Services Proposals with Staff and Human Services Commission Recommendations

Agency & Program	Program Description	2024-25 Funding Amount	2025-26 Agency Funding Request	2025-2026 Staff Funding Recommendation	2025-2026 HSC Funding Recommendation
Laurel CACT Magnet *	Comprehensive general education curriculum	$0.00	$20,000	$0	*Agree with Staff*
Los Angeles LGBT Center - Trans* Lounge	Programs for gender-expansive community engagement	$0.00	$120,296	$0	*Agree with Staff*
MBI Health Services *	Trauma-informed outreach and care linkage	$0.00	$795,303	$0	*Agree with Staff*
NAMI Westside LA *	Mental health support	$0.00	$198,292	$0	*Agree with Staff*
Postal Petals *	Therapeutic floral arranging workshops	$0.00	$200,167	$0	*Agree with Staff*
Rainbow Labs *	Afterschool and seasonal programs for LGBTQ+ youth	$0.00	$167,966	$0	*Agree with Staff*
Special Service for Groups, Inc. *	Street outreach and housing navigation	$0.00	$254,546	$0	*Agree with Staff*
Tarzana Treatment Centers	Outreach and navigation for SUD treatment and overdose prevention	$0.00	$144,018	$0	*Agree with Staff*
Van Ness Recovery House *	Workforce development for graduates of the program	$0.00	$75,000	$0	**$75,000**
VLS Capitol Drugs *	HIV testing and prevention services	$0.00	$113,870	$0	*Agree with Staff*
Total Values:		**$6,767,952**	**$17,383,288**	**$8,292,336**	**$8,292,336**

*** Asterisks indicate this is a new agency to the RFP process**

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City of West Hollywood
2025 Community Survey

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320-1218

Attachment D

Survey Methodology

Dates	June 11-24, 2025
Research Population	Adult Residents in the City of West Hollywood Demographics of respondents are aligned with Census data for gender, age, race/ethnicity
Total Interviews	573
Margin of Sampling Error	(Full Sample) ±4.4% at the 95% Confidence Level (Half Sample) ±6.2% at the 95% Confidence Level
Contact Methods	Telephone Calls Email Invitations Text Invitations Postcard Invitations
Data Collection Modes	Telephone Interviews Online Interviews
Survey Tracking	2006, 2013, 2018, 2020 & 2024
Languages	English, Russian, and Spanish

(Note: Not All Results Will Sum to 100% Due to Rounding)

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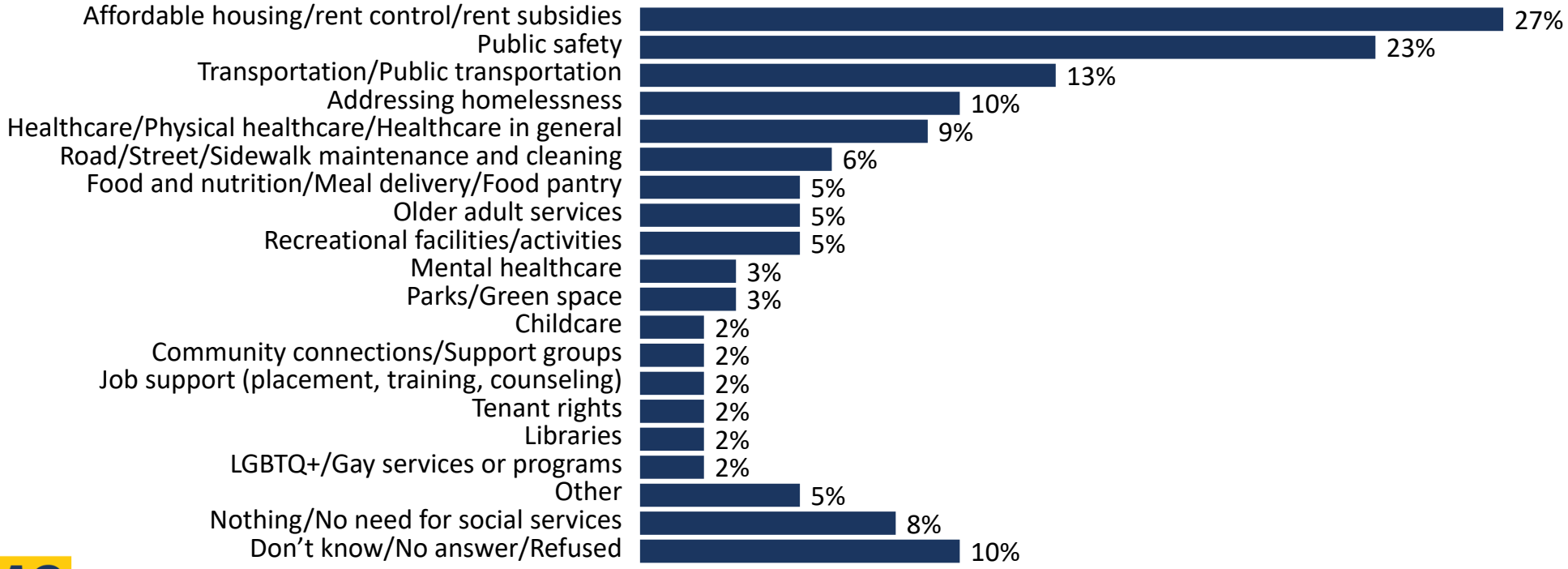
Familiarity With and Use of Social Services

Roughly a quarter mentioned affordable housing and public safety as the most important social service-related needs of their household.

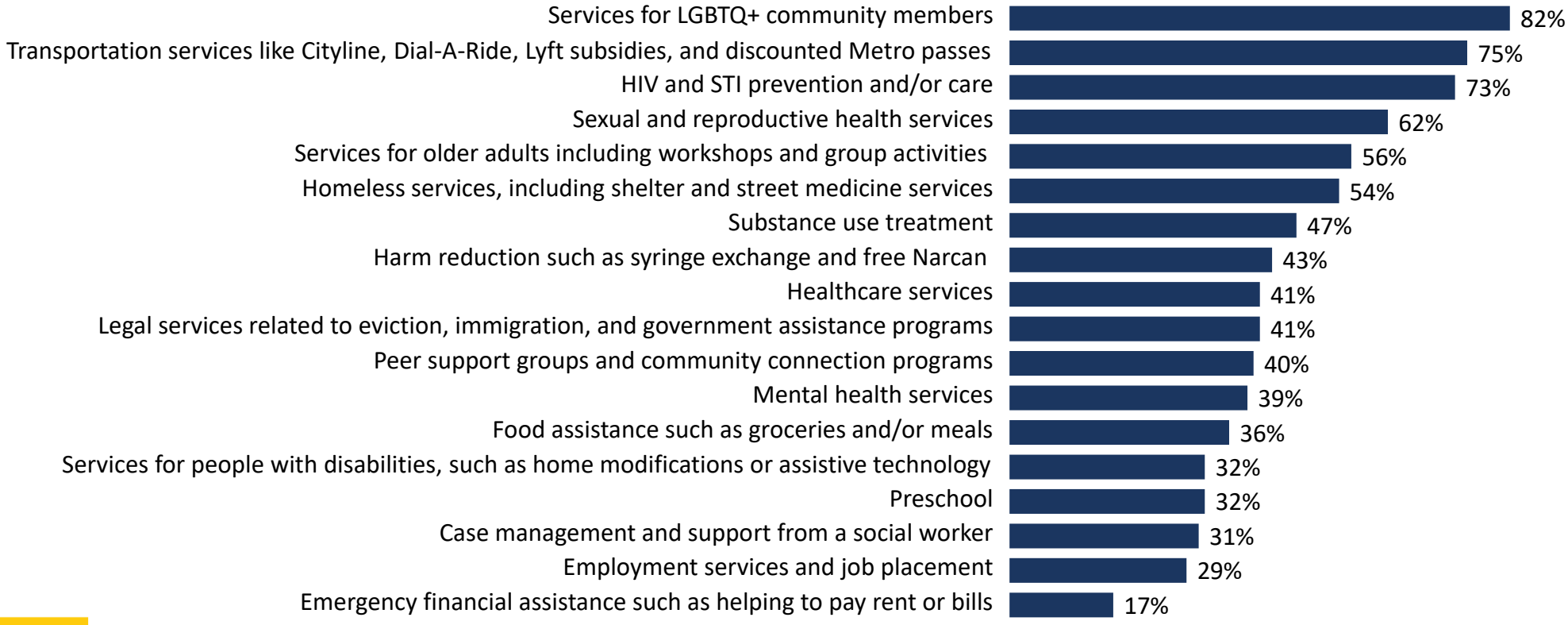
The next questions are about social services that the City of West Hollywood provides. Social services refer to different kinds of programs and services to help people. In your own words, what would you say are the two most important social service-related needs of your household?

(Open-ended, Multiple Responses Accepted; Responses 2% and Above Shown)



More than 7-in-10 residents are aware that the City provides services for the LGBTQ+ community, transportation services, and HIV and STI prevention and care.

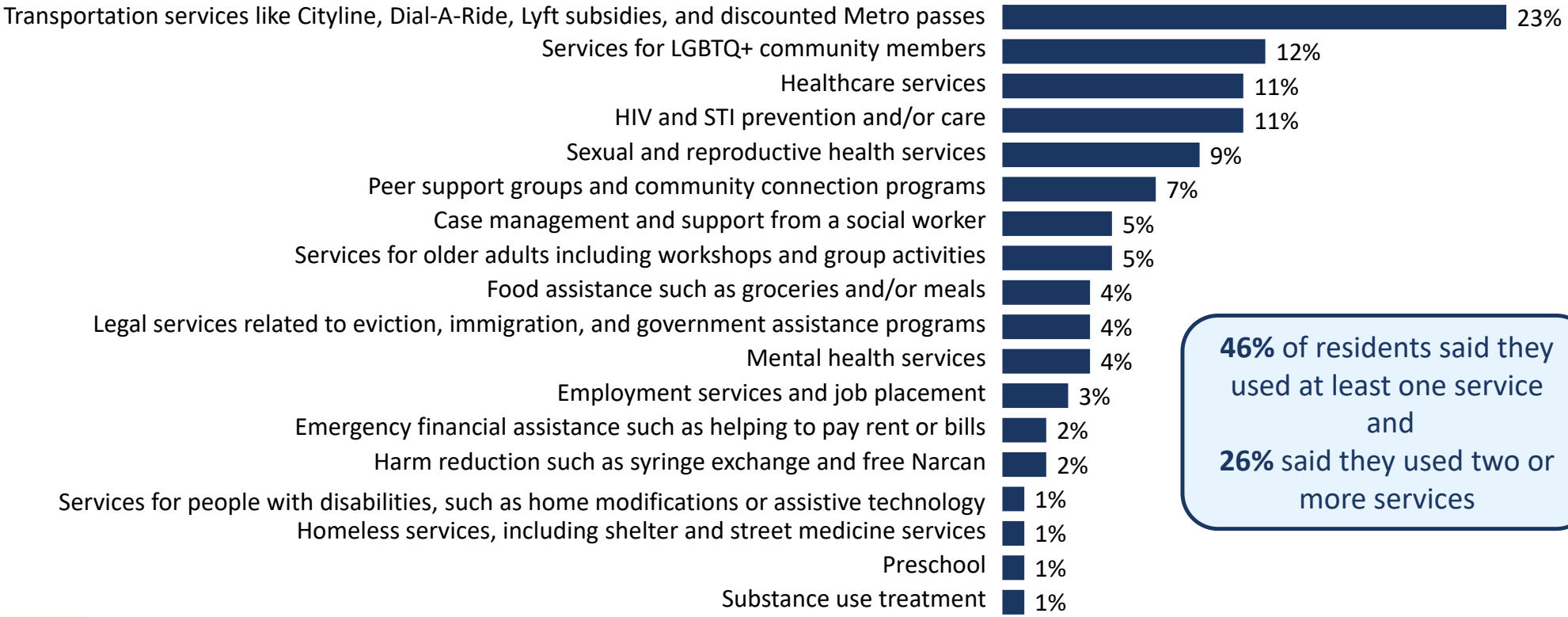
(Ranked by Yes, Aware)



Q. Please consider the same list of services in the City of West Hollywood, please indicate whether or not you have used that service in the City of West Hollywood in the last two years.

Transportation services are the most used services in the City, with nearly a quarter having utilized them.

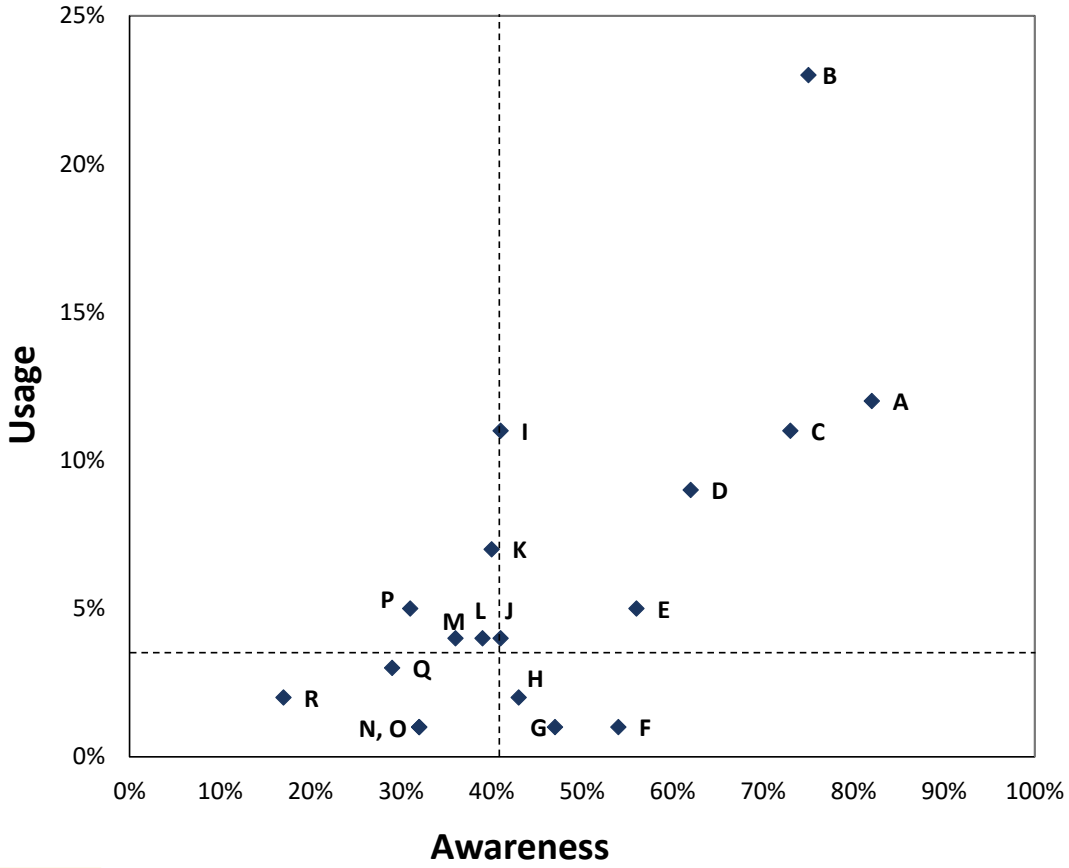
(Ranked by Yes, Used)



46% of residents said they used at least one service and **26%** said they used two or more services

Q. Please consider the same list of services in the City of West Hollywood, please indicate whether or not you have used that service in the City of West Hollywood in the last two years.

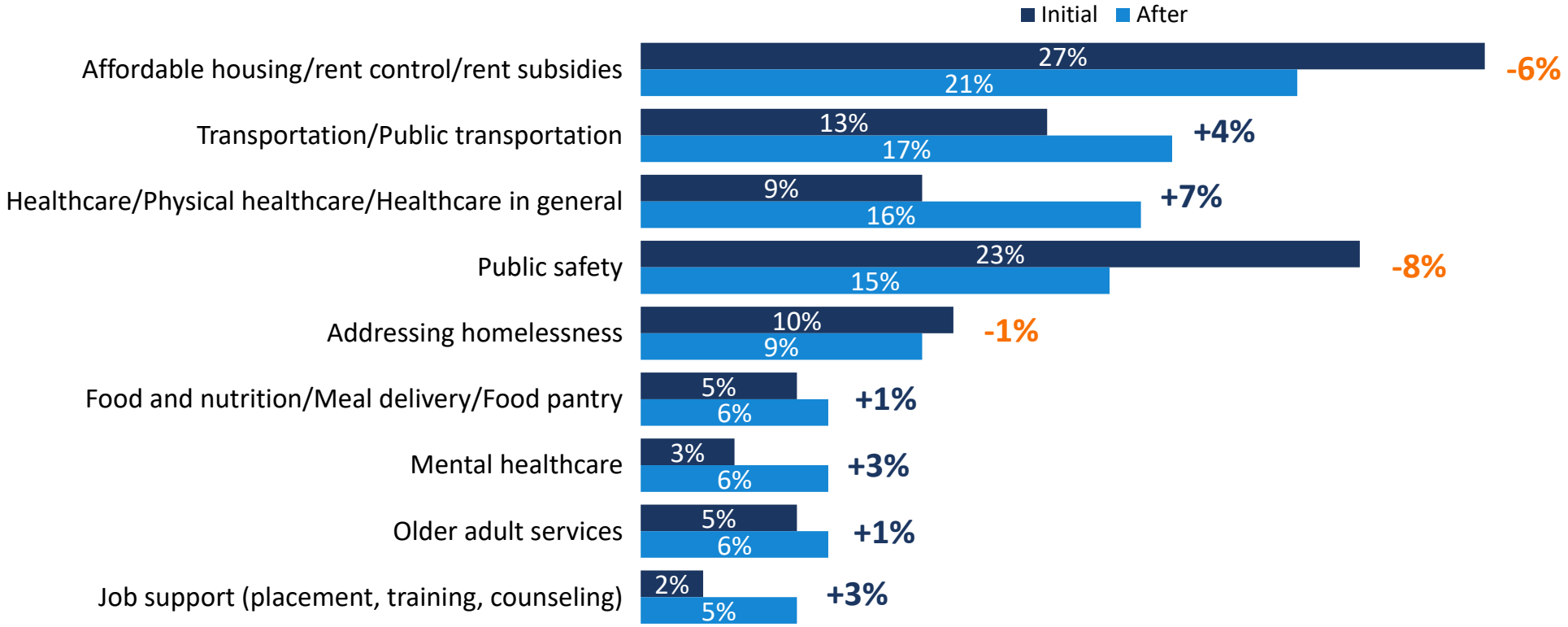
Comparison of Awareness and Usage of Social Services



A.	Services for LGBTQ+ community members
B.	Transportation services like Cityline, Dial-A-Ride, Lyft subsidies, and discounted Metro passes
C.	HIV and STI prevention and/or care
D.	Sexual and reproductive health services
E.	Services for older adults including workshops and group activities
F.	Homeless services, including shelter and street medicine services
G.	Substance use treatment
H.	Harm reduction such as syringe exchange and free Narcan
I.	Healthcare services
J.	Legal services related to eviction, immigration, and government assistance programs
K.	Peer support groups and community connection programs
L.	Mental health services
M.	Food assistance such as groceries and/or meals
N.	Services for people with disabilities, such as home modifications or assistive technology
O.	Preschool
P.	Case management and support from a social worker
Q.	Employment services and job placement
R.	Emergency financial assistance such as helping to pay rent or bills

After hearing the list of social services the City supports, housing remains the most desired service, but transportation and healthcare rise in importance.

(Open-ended, Multiple Responses Accepted; Responses 2% and Above Shown)



*Q. The next questions are about social services that the City of West Hollywood provides. Social services refer to different kinds of programs and services to help people. In your own words, what would you say are the two most important social service-related needs of your household? & Q5. Now that you have heard about the social services that the City of West Hollywood makes available to residents, please think again about the question you answered earlier: what are the two most important social service-related needs of your household?; *Top 9 social services*

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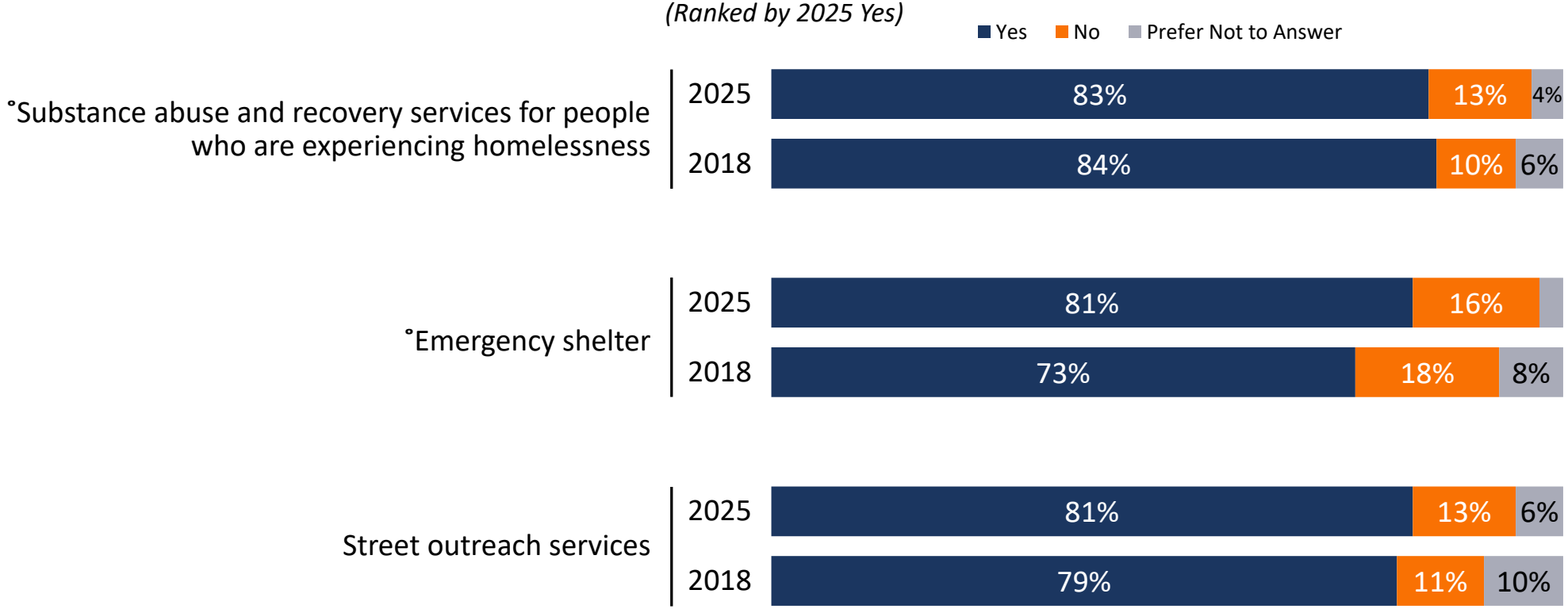
Opinions on City Funding for Homeless Services

More than eight-in-ten residents want the City to fund various homeless services including substance abuse and recovery, emergency shelter and street outreach.

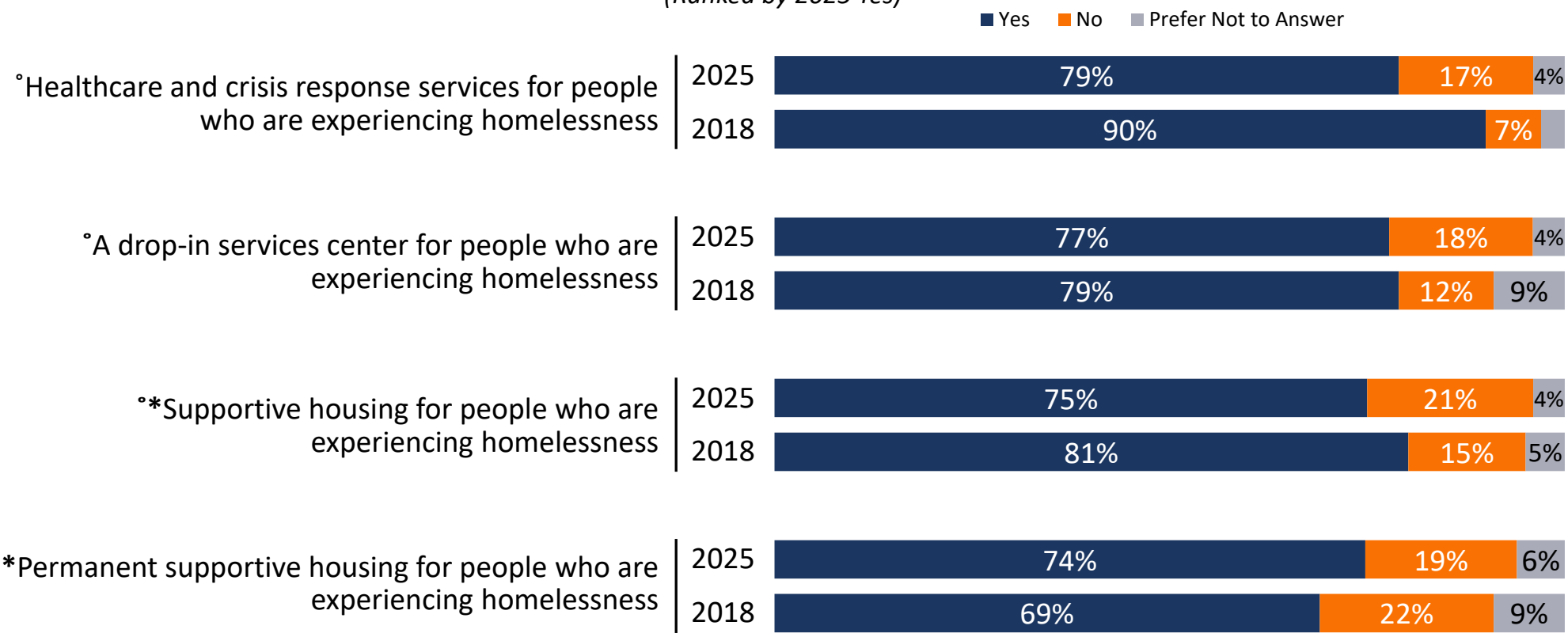
(Ranked by 2025 Yes)



Q. The City is considering helping to fund various homeless-related programs and services that can be provided by the City and/or other agencies in West Hollywood. Please indicate if you think that program or service should be funded in West Hollywood. Not Part of Split Sample; ˚Wording Slightly Different in Previous Survey

Nearly eight-in-ten favor the City funding healthcare and crisis response services; however, support has dropped somewhat since 2018.

(Ranked by 2025 Yes)



*Q. The City is considering helping to fund various homeless-related programs and services that can be provided by the City and/or other agencies in West Hollywood. Please indicate if you think that program or service should be funded in West Hollywood. *Split Sample; ˚Wording Slightly Different in Previous Survey*

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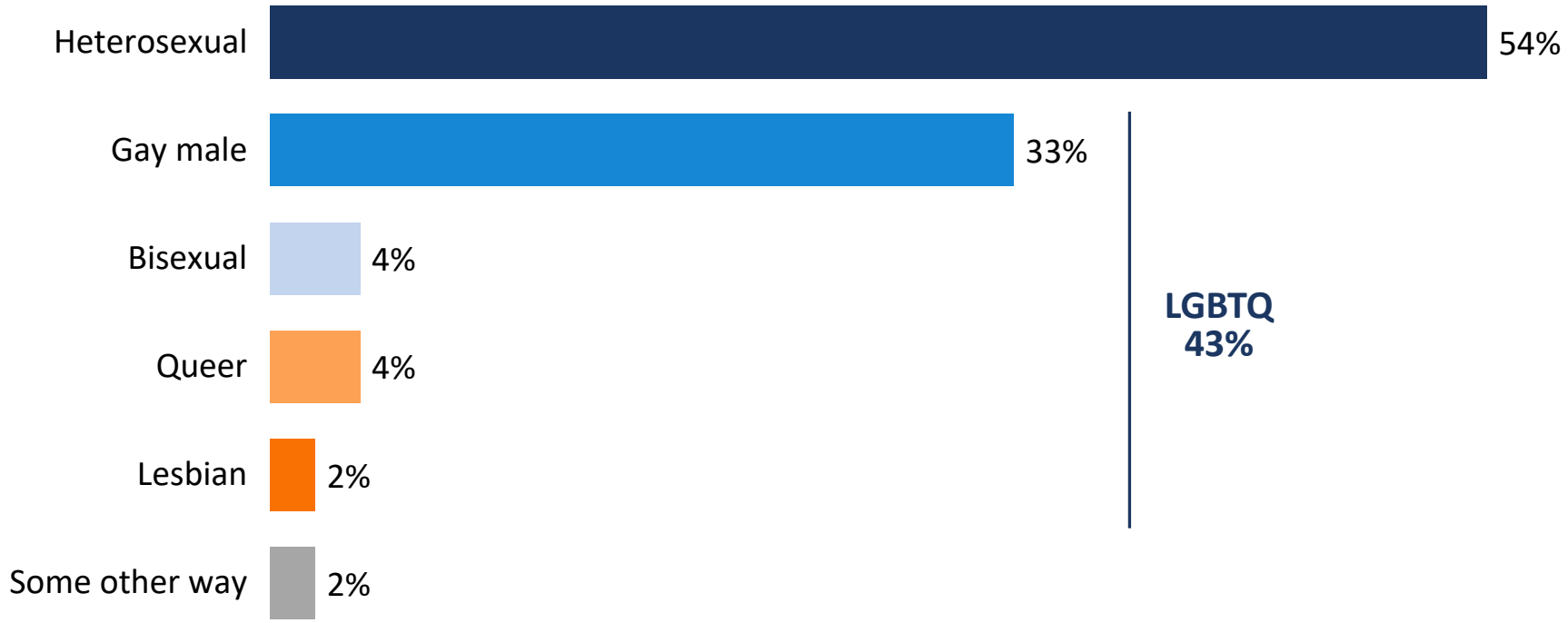
Community Characteristics

In this survey, men outnumber women 53% to 41%. Four percent of survey respondents identify as non-binary and 2% as transgender.

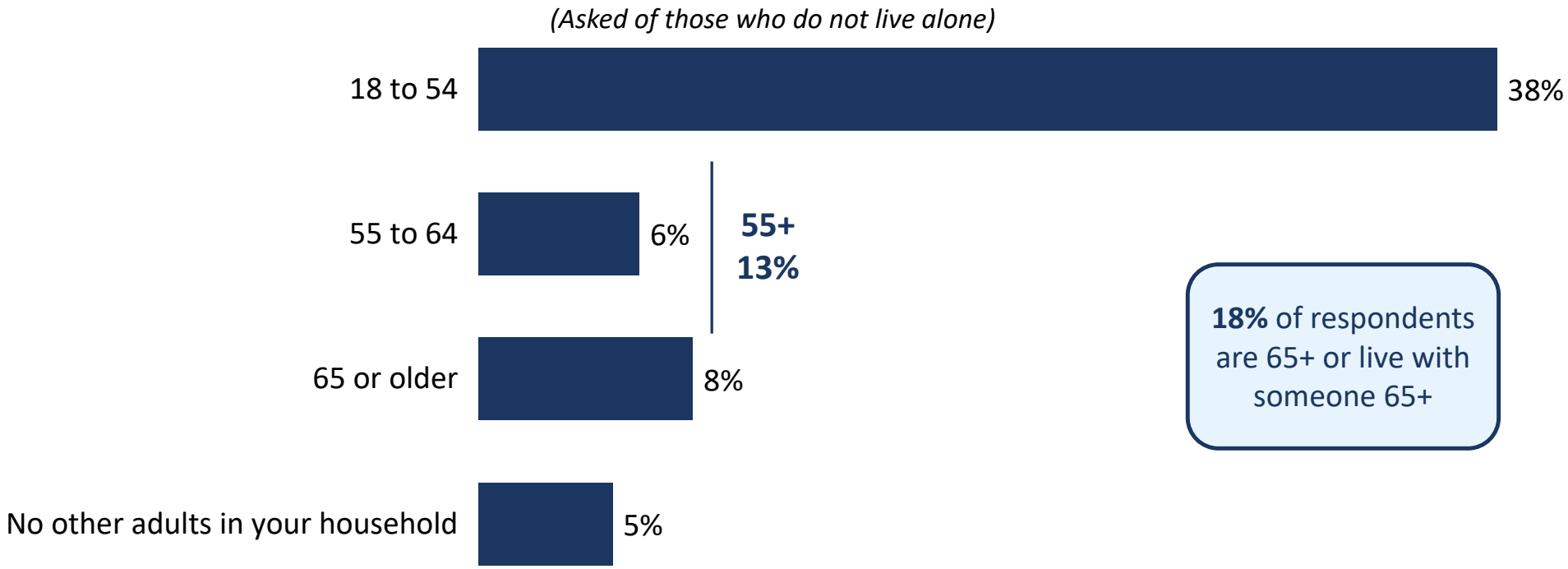
Q. To make sure everyone is represented, please indicate how you describe yourself. (Multiple responses accepted)

More than half of respondents (54%) report being heterosexual. Altogether 43% of respondents say they are part of the LGBTQ+ community.



Q. Which of the following do you identify yourself as?

13% of respondents live with someone who is 55 years old or older



18% of respondents are 65+ or live with someone 65+

Q. Are there adults living with you in your household in any of the following age ranges: 18 to 54, 55 to 64 or 65 or older? Multiple responses accepted.

The percentage of resident households affected by the following health issues is consistent with levels seen in 2018.

(Ranked by 2025 Frequency of Response)

Health Issue	2006	2013	2018	2025
˚Mental health condition or emotional disability	6%	5%	14%	**14%**
Hearing or sight impairment	9%	9%	7%	**6%**
AIDS or HIV	10%	12%	7%	**5%**
Mobility impairment	11%	7%	6%	**5%**
Learning disability	1%	2%	4%	**3%**
Substance abuse	--	--	5%	**3%**
Developmental disability	0%	0%	1%	**1%**
None of the above/Other	--	70%	71%	**73%**

Q. Please indicate if any of the following health issues affect your household. ˚Wording Slightly Different in Previous Survey

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City of West Hollywood
2025 Community Survey

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Draft Report June 2025

CITY OF WEST HOLLYWOOD

DEPARTMENT OF
HUMAN SERVICES &
RENT STABLIZATION

SERVICE PROVIDER ASSESSMENT OF COMMUNITY NEEDS AND PRIORITIES

City of West Hollywood
California 1984

Attachment C

Executive Summary

The 2025 West Hollywood Service Provider Assessment of Community Needs and Priorities presents insights from a series of structured discussions with frontline providers serving West Hollywood across six service sectors: homeless services, children and families, prevention and wellness, community safety, food and nutrition, and older adults. Conducted between March and May 2025, the focus groups aimed to identify urgent needs, persistent barriers, and funding priorities to inform the City's Department of Human Services and Rent Stabliziation funding priorities. This initiative builds on the City's legacy of equity-focused service planning and occurs amid profound shifts in service demand, provider capacity, and housing affordability. Many participants described serving residents with increasingly complex needs, particularly those at the intersection of homelessness, behavioral health, aging, and poverty. Several reported service disruptions caused by staff shortages, funding cuts, or the closure of longstanding provider organizations. The focus groups were intended to fill gaps in the City's understanding of community needs as described by individuals and organizations delivering essential services. Participants were asked about the most pressing needs of the populations they serve, what services or partnerships are working well, and what gaps or barriers require urgent attention.

KEY FINDINGS

1. Escalating Needs and Systemic Strain
    - Providers across all sectors reported a dramatic increase in service demand, often without commensurate funding or staffing.
    - Waitlists, staff turnover, and delays from County agencies (i.e., housing inspectors) were cited as structural obstacles to delivering timely services.
2. Breakdowns in Coordination and Access
    - Participants described fragmented referral systems, inaccessible navigation tools, and a lack of integrated case management.
    - Lack of transportation, and digital exclusion were repeatedly cited as access barriers.

3. Culturally Relevant and Trauma-Informed Services Needed
    - Across populations—from LGBTQ+ youth to older adults with limited English proficiency—providers emphasized the need for staff training, culturally specific outreach, and peer-based engagement.
    - Mental health and substance use needs were consistently described as rising and inadequately addressed.

4. Funding Priorities by Sector
    - **Homeless Services:** Non-law enforcement crisis response, mobile hygiene access, trauma-informed outreach, co-occurring mental health and substance use services, eviction prevention.
    - **Children and Families**: Childcare access, transportation for afterschool programs, and college and career readiness.
    - **Prevention & Wellness**: PrEP/PEP access with pharmacy outreach, HIV/STI testing, harm reduction materials, and shelter and housing support.
    - **Community Safety**: Emergency housing, behavioral health care, fire safety education, outreach capacity, and visitor safety campaigns.
    - **Food & Nutrition**: Home-delivered meals, pantry services, staffing support, service hubs, multilingual outreach, and transportation.
    - **Older Adults**: Home care expansion, mobility services, housing assistance, home modifications, case management, and a resource hub.

CONCLUSION

This study highlights resources needed to meet West Hollywood's evolving human services needs. Providers offered practical and often low-cost solutions, including expanded transportation zones, translated materials, and a co-operative network of volunteers serving multiple agencies to help meet these needs amidst funding challenges. Despite sector-specific concerns, themes of housing insecurity, service navigation, and efficient methods of raising awareness were consistent across all groups. The City has an opportunity to translate these findings into targeted investments that reflect the lived realities of residents and providers. Doing so will strengthen the local service network and reinforce West Hollywood's position as a national leader in equitable, community-driven human services planning and delivery.

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Introduction

The City of West Hollywood has long prioritized inclusive, equity-focused health and social support services for its diverse community. This dedication is evident in foundational initiatives such as the Community Safety and Well-Being (CSWB) Strategy (2022) and the WeHo 40 strategic plan. However, recent years have seen the closure of some long-standing human services providers in West Hollywood, raising concerns about institutional knowledge loss and service fragmentation. In addition, federal debates over Medicaid and aging services create significant anxiety for older adults and disabled residents. At the same time, local service providers report growing demand, particularly among unhoused residents who travel to West Hollywood for safety, access to affirming care, and more responsive city infrastructure. To maintain responsive programs and services, the City commissioned a needs assessment collecting feedback from community members to inform future investments in human services. This report builds upon the community needs assessment with a focus on gaps and priorities from the perspective of City human services providers across six sectors: homelessness services, children and families, prevention providers, community safety, food and nutrition, and older adults. The findings in this report are from qualitative analysis of focus groups. Participants discussed community needs, service delivery challenges, effective strategies, and future funding priorities. These conversations occurred against a backdrop of uncertainty and resource strain.

Study Goals

The primary goal of this project is to support the City of West Hollywood in making data-informed, equity-focused decisions about future health and social services funding. Through a series of structured focus groups with service providers across six key sectors, the study aimed to:

1. Identify emerging and persistent community needs, as observed directly by providers serving West Hollywood residents.
2. Document perceived gaps in services, coordination, and access, especially for vulnerable or underserved populations.
3. Capture provider-informed recommendations for funding priorities, partnership opportunities, and systemic improvements.

Methods

The study was conducted between March and May 2025 across four phases:

1. Background

This qualitative study was based on six structured focus groups with service providers who support West Hollywood community members. Participants represented nonprofit agencies delivering a wide range of services, including housing, food and nutrition, HIV-related support, behavioral health, youth development, and elder care.

2. Recruitment

The City of West Hollywood recruited participants directly through email, phone calls, and in-person invitations. All groups were moderated by Dr. Aaron Celious of Maroon Society. Light refreshments and parking validation were provided when relevant. No financial incentives were offered. All groups were conducted in English.

3. Focus Groups

Focus groups were held between April 2 and May 15, 2025. All but one session occurred in person at City facilities; one groups was conducted virtually. Each session included between six and twenty participants and lasted from one hour to one hour and forty-five minutes. Participants were offer light snack and refreshments. All sessions were audio recorded for transcription purposes, and at least one staff member from the City's Department of Human Services and Rent Stabilization was present at each group.

4. Analysis

Discussion followed a standardized guide designed to elicit feedback on community needs, service gaps, outreach methods, and funding recommendations. The guide allowed for open conversation and emergent topics. Verbatim transcripts were thematically analyzed, and key findings were documented in six separate summary memos, each of which forms the basis of the Results section in this report.[1]

[1] Thirty-five individuals completed a screener. Screener data are not included in the Results, but informed the understanding of sector-wide service capacity and barriers.

Results

The reported results offer qualitative insights from a series of focus group discussions with West Hollywood-based human services providers. Each group was asked to reflect on current needs in the West Hollywood community, strengths and limitations of the local service provisions, and recommendations for future funding and partnership. Themes were guided by a structured discussion guide but also allowed for open conversation and emergent concerns. Each focus group is reported separately along the themes identified in the guide and organized in the chronological order in which the focus groups were conducted. Within each group summary, key findings are supported with verbatim quotes, and a list of funding priorities reflects the group's recommendations based on client needs and service gaps. The table below summarizes the funding priorities as identified by each focus group.

Table 1: Funding Priorities by Communities Served

Group	Funding Priorities Identified
Homeless Services	Rent assistance; mobile mental health co-response teams; interim housing and motel placements; harm reduction supplies and follow-up; coordination across City housing resources.
Children & Families	Childcare and preschool capacity; resource hub for health access for parents and children; after-school transportation; inclusive work-study programs and life skills development.
Prevention & Wellness	HIV/STI testing and pharmacy-based outreach for PrEP/PEP; harm reduction tools (Narcan, fentanyl strips); treatment beds; navigation for HIV+ seniors and homeless youth.
Community Safety	Accessible housing and shelters for unhoused; specialized mental health and substance use outreach; fire safety education; visitor safety education about nightlife risks.
Food & Nutrition	Home-delivered meals; transportation for meal and food pantry access; collaborative service hubs for human services; volunteer sharing.
Older Adults	Transportation subsidies; home-care services and wellness checks; housing modifications; case management; expanded fitness.

Homeless Services Collaborative – April 2, 2025

Focus group participants identified housing as the top demand, with significant unmet needs due to limited affordable options and financial barriers like rent arrears and deposits. Mental health and substance use services are increasingly critical due to a rise in clients with severe mental health and substance use. Other unmet needs include home care for older adults, legal aid for immigration support, and basic needs such as showers and phone access.

1. Desired Services

Providers emphasized the urgent need for housing, mental health services, home care, immigration support, and basic hygiene access.

verbatim quotes

- "But the number one thing that I encounter doing outreach is housing. People want housing."
- "Rent, rental arrears assistance... And eviction prevention."
- "If there's any way we can get on the street, more clinicians, people who can put someone on a hold as well as substance use counselors."

- "Laundry, showers and a hygiene supply within the city of West Hollywood would definitely help..."
- "We have encountered several community members who need immigration services, whether it's advice or legal support."
- "I noticed that a lot of our legal resources are being depleted... Getting our names changed our sex identification on our IDs..."

2. Barriers to Services

Participants reported slow housing processes, lack of follow-up among clients, and geographic inaccessibility as key obstacles.

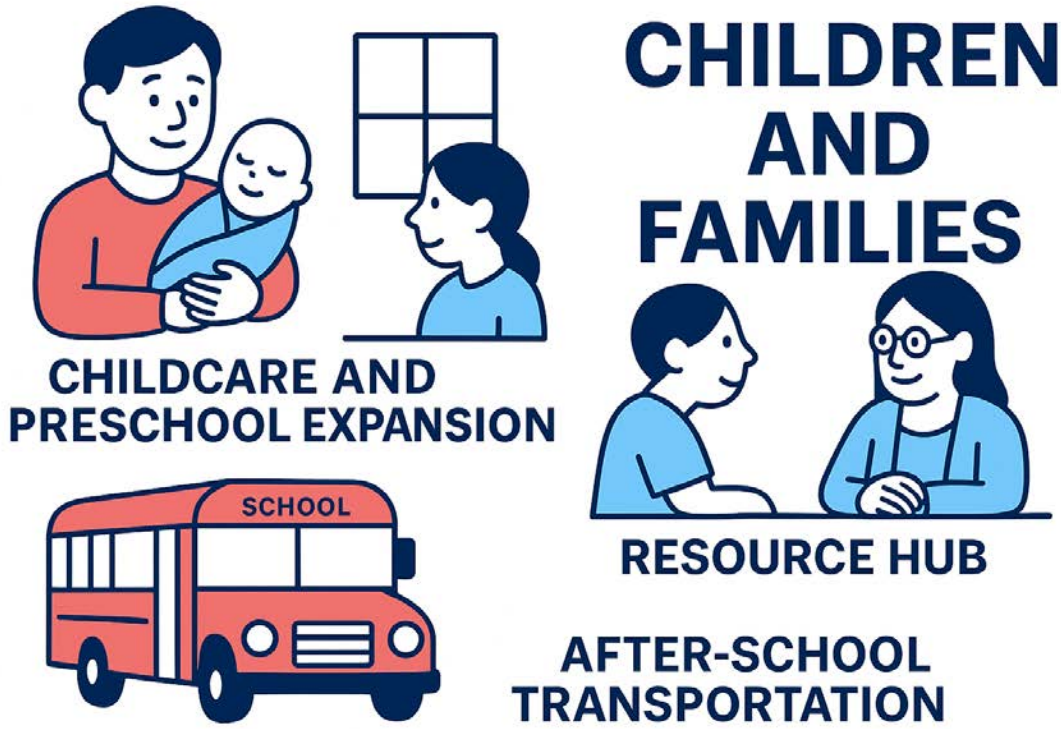
- "The lack of time that we have to hold the property... If it's taking two to three months to get an inspection, we lose the property."
- "Most times when I refer them, they're further out, you know, and that's a big barrier..."
- "One of the challenges... is individuals that don't follow up with these [applications] with Department of Mental Health..."
- "A lot of these clients, they're just not mentally aware enough to be able to even sustain anything for long enough..."

3. Funding Priorities

Participants recommended targeted investments in housing access, mental health staffing, hygiene infrastructure, and legal aid.

- Expand affordable housing, rapid rehousing, rental arrears assistance, eviction prevention, and security deposits
- Fund on-street mental health clinicians and substance use counselors
- Fund laundry access, hygiene supplies, showers, and charging stations
- Fund immigration legal services

Children, Youth & Family Providers – April 10, 2025



Focus group participants highlighted the high demand for after-school arts (dance, theater), academic tutoring, and work-study programs. Parents seek resource hubs for pediatricians and developmental specialists. Enrichment (STEM, theater) is desired but limited by funding. Transportation restricts non-local student access, and childcare, preschool capacity, and middle school transitions are in need. Staffing shortages further limit service delivery.

1. Desired Services

Providers identified high interest in enrichment activities, academic supports, and parent connection to child development resources.

- "A lot of our requests are for more STEM or arts oriented things."
- "Parents want more of that. They want like a hub where they can talk to a pediatrician and a dentist."
- "Childcare came up as a as a big need as well as more accessible preschools [in a recent townhall meeting]."

- "I don't think West Hollywood has its own middle school which has been a problem."

2. Barriers to Services

Common obstacles included transportation gaps, staffing shortages, language access issues, and bureaucratic delays.

- "Transportation is a barrier for students."
- "Because we're affiliated with the County everyone that does something for us... that requires an M.O.U., and that's timely."
- "For anyone at our school, we have a lack of staff."
- "We have nothing in Spanish. Everything is in English at our school."
- "Does their citizenship status matter? Unfortunately, [it is] a barrier that many students face [in accessing programs like work-study]."

3. Funding Priorities

Participants recommended investments in enrichment and tutoring programs, childcare access, multilingual engagement, and inclusive work-study.

- Fund after-school arts, STEM, and academic enrichment programs
- Fund childcare and preschool capacity expansion
- Fund a resource hub for pediatric and developmental support
- Fund after-school transportation, multilingual access, and inclusive work-study programs and life skills
- Fund staffing increases and parent engagement strategies

Prevention & Wellness Providers – April 23, 2025

Focus group participants highlighted the ongoing demand for HIV/STI testing, PrEP/PEP, and mental wellness services and social connection supports. Harm reduction tools and long-term substance use treatment resources face steep funding cuts, impacting youth, people of color, and LGBTQ+ residents. Navigation services and sober community spaces were also cited as needed resources in the prevention landscape.

1. Desired Services

Participants described gaps in health access, harm reduction materials, and culturally competent outreach services.

- "Right now, the number one thing is HIV testing, that is being defined."
- "Access to specific things like harm reduction materials, especially in communities of color."

- "People over 50 plus with HIV, and trying to maintain the services that exist and try to expand them [is needed]."
- "What we're seeing right now, that's a need in the community, is a space for gathering and community building that's not centered around drugs and alcohol."
- "We need to figure out how to get to the underserved population, and give them knowledge of what's available before they become positive."

2. Barriers to Services

Participants cited reduced pharmacy access, staff burnout, transportation limitations, and a lack of centralized directories.

- "6 or 8 pharmacies that were funded by the Department of Health, were cut down to 4 this year."
- "Burnout, among staff."
- "Transportation to help get clients, not only to wellness appointments, or mental health appointments…"
- "We're all gonna have to be on the same page of what services are still out there [to raise awareness and connect clients to resources]."
- "Not enough facilities, and beds to meet the requests [for services]."

3. Funding Priorities

Participants recommended increased investments in HIV/STI prevention, harm reduction education, long-term treatment, and navigation support.

- Fund HIV/STI testing, PrEP/PEP, and pharmacy-based outreach
- Fund harm reduction tools (e.g., Narcan, fentanyl strips) and education
- Fund long-term treatment beds and substance use programs
- Fund navigation services for HIV+ seniors and homeless youth
- Fund sober spaces and outreach to underserved groups

Community Safety Partners – April 23, 2025

Community Safety Partners highlighted housing as a critical need for addressing the primary safety concerns of residents and businesses. Long wait times and service refusals lead to safety concerns. Participants stressed the importance of expanding access to mental health and substance use support, fire safety education, and proactive outreach. Visitor safety education was also emphasized, particularly for nightlife areas.

1. Desired Services

Participants called for increased housing availability, behavioral health care, public safety education, and community-centered outreach.

- "Housing is one of the biggest challenges. You know, they say they wait three to four months for housing."
- "A lot of the times, what we're encountering is mental health issues... they're exhibiting mental health crisis but that is not a crime."

- "We should all encompass the fire safety mission... we always get complaints with dumpster fires... lithium-ion batteries with people."
- "More proactive outreach... having either the existing providers... out there constantly every single day, every week."
- "How do we educate people that are coming in to visit? That's a challenge... Make sure you watch your drinks."

2. Barriers to Services

Participants described legal limitations, staffing shortages, transportation challenges, and lack of coordination and data sharing.

- "It's not illegal to be unhoused... Even when we do the enforcement approach... they get released before the paperwork is done."
- "We are one team per shift, and so what that does is limits our ability to work with more than one community member at a time."
- "Individuals who have pets, they will not go to the hospital because they don't want to leave their pet behind."
- "We don't have access to any of that information... we don't have access to... HMIS [Homeless Management Information System]."

3. Funding Priorities

Participants suggested investments in housing options, behavioral health care, outreach, education, and coordinated service systems.

- Fund accessible housing (e.g., hotel vouchers, long-term solutions)
- Fund specialized mental health and substance use clinicians
- Fund fire safety education and lithium-ion battery disposal awareness
- Fund proactive, trauma-informed outreach teams
- Fund visitor safety education on nightlife risks (e.g., drink spiking)
- Fund centralized dispatch and HMIS access for agency coordination

Food & Nutrition Providers – April 29, 2025

Focus group participants emphasized the growing demand for home-delivered and prepared meals, especially for seniors, chronically ill clients, and unhoused individuals. Food pantries and produce distributions are strained by increased need. Participants also stressed the importance of culturally tailored services, expanded eligibility, and better coordination among providers.

1. Desired Services

Participants described unmet needs for food access, especially prepared meals, culturally relevant distribution, and collaborative hubs.

- "Home delivered. We have a large wait list for homebound back senior clients"
- "We're also getting a lot more people coming in who can't utilize all the food that we bring because a lot of stuff you have to cook"

- "We could build out our partnerships around food because food brings people in"
- "We cater to the community that we see. You know, Russian speaking."

2. Barriers to Services

Key challenges include staffing shortages, restricted building access, transportation gaps, outdated resource directories, and linguistic barriers.

- "A lot of our organizations are struggling with our existing staffing to run our existing programs."
- "One of the residential buildings does not let outside community members in."
- "I would love for the City's transportation services to extend a mile and a half outside of the city."
- "A registry of the food justice organizations would be super helpful."
- "We actually do need more Russian speaking volunteers."

3. Funding Priorities

Participants recommended investments in prepared meal delivery, pantry support, collaborative hubs, staffing, transportation, and multilingual access.

- Fund expanded home-delivered and prepared meal programs for seniors, unhoused, and chronically ill clients
- Fund food pantry and produce distribution capacity
- Fund collaborative service hubs co-located with other support services
- Fund staff recruitment and stipends, especially for Russian-speaking volunteers
- Fund transportation services and delivery supports (e.g., carts, ride programs)
- Fund multilingual outreach and culturally tailored programs

Older Adult Services Providers – May 15, 2025

Participants highlighted high demand for food security programs due to rising grocery costs, affordable housing support, and rental assistance to prevent evictions. Additionally, there is a need for home care for those not eligible for IHSS (In-Home Supportive Services) and unable to afford private services. Transportation, particularly for mobility-challenged seniors, and case management to navigate resources are major needs. Home modifications face waitlists, and fulfilling activities are desired but limited. Health care coordination and therapeutic services are underutilized due to lack of awareness. A resource hub for unhoused older adults is absent.

1. Desired Services

Participants identified the need for nutrition support, housing assistance, in-home care, case management, social connection, and medical coordination.

- "Food insecurity is a major issue... they're not purchasing a lot of fresh produce."
- "We are dealing with a lot of people that can't afford where they live."
- "More home care [is needed]... but not enough to pay out of pocket."
- "Transportation is a very prominent one... no one [transit providers] can take them in their wheelchair."

- "People do need case management. People need social workers who would help them navigate available resources."
- "Need for fulfilling activities… on the West Side."
- "Unhoused community members having a hub for their essential needs... [Seniors] are the fastest growing population [among unhoused]."

2. Barriers to Services

Participants pointed to limited funding, inaccessible transportation, fragmented coordination, and stigma as persistent barriers.

- "They've capped urgent funds at $1,000 to $2,000"
- "The driver may be willing [to assist mobility impaired older adult but] it's at their discretion."
- "How to reach out to those isolated seniors who do not know who to ask and how to find us... that's the biggest question."
- "Stigma– Parent won't go because they don't want to be among seniors."
- "Every year, as of July 1st [home care rates] go up. It's almost $33/hour."

3. Funding Priorities

Participants recommended funding food access, in-home care, accessible transport, home modifications, social supports, and a formalized service hub.

- Fund food security programs, including congregate meals and pantries
- Fund affordable housing navigation and increased rental assistance
- Fund expanded home care services for those ineligible for IHSS
- Fund accessible transportation, including door-to-door service
- Fund case management and housing navigation
- Fund home modification programs to reduce waitlists
- Fund expanded fitness and social activities
- Fund a resource hub for unhoused older adults to provide essential services

Conclusion

Across the six focus groups, participants shared insight about intensifying needs of the City's most vulnerable community members. While the specific service gaps varied by population, several cross-cutting themes emerged: insufficient housing access, mounting mental health and substance use needs, and growing difficulty navigating systems of care. Providers underscored the urgent need for trauma-informed care, culturally responsive services, and coordinated outreach models that meet clients where they are – literally and figuratively. Despite these commonalities, focus group participants differed in their views on how services should be delivered and prioritized. For example, while all groups emphasized the need for more mental health care, providers working with youth emphasized school-based supports and identity-affirming spaces, while those working with older adults highlighted case management, safety-related home modifications (e.g., ramps, grab bars) and in-home support. Transportation emerged as a common barrier, with proposed solutions ranging from expanded senior shuttles ride-share stipends to improve access to services throughout the city.

Participants identified structural barriers beyond the City's direct control – regional housing costs, defunded HIV prevention, and Los Angeles County's complex homeless services system. These challenges, combined with the shuttering of legacy service providers and growing demand, underscore the need for thoughtful planning, strong partnerships, and strategic coordination. The City should consider investing service navigation systems to increase awareness and access, mobile hygiene units, mental health co-response teams, and localized resource hubs. As West Hollywood continues to lead with equity and innovation, these insights present an opportunity to strengthen and adapt its human services infrastructure. By aligning investments with community priorities and leveraging cross-sector collaboration, the City can ensure that residents who rely on these services continue to receive the support they need — even amid a shifting and complex landscape.

Appendix A.
Focus Group Guide

INTRODUCTION

Thank you for being here. Today, we want to hear about your experiences as a service provider in West Hollywood. Our goal is to understand what helps you serve clients effectively, what challenges you face, and how the City can better support your work and meet the needs of the West Hollywood community.

As background, the City recently completed two studies where community members shared their feedback on human services and public safety priorities. Now, we want to hear from you—the experts who work directly with the community—so we can better align funding and resources with the needs on the ground.

GROUND RULES

- There are no right or wrong answers.
- I am serving as a consultant for the City, not as an employee.
- It is acceptable to have differing opinions.
- Please refrain from interrupting others.
- We're recording to ensure accuracy—your comments will remain confidential and will not be publicly shared.

Your feedback will help inform how the City structures its next funding cycle and how resources are allocated to better meet community needs.

COMMUNITY MEMBER NEEDS & SERVICE GAPS

- Which services are most in demand or most frequently requested by community members?
- What unmet needs or challenges are you seeing among the people you serve?
- Are there services that are under-resourced or unavailable that could help address these unmet needs?
- If the City could fund one new service or expand one existing program in the next year, what would you choose—and why?

BARRIERS TO SERVICE DELIVERY

- What are the most challenging services to deliver, and why?
- From your perspective, what are the biggest barriers community members face when trying to access services in West Hollywood?
    - *Examples: awareness, stigma, eligibility, language, transportation, etc.*
- Are there opportunities for providers to better collaborate or share resources in West Hollywood? What role could the City play in encouraging that?

FUNDING SUSTAINABILITY

- Has your organization experienced recent or anticipated funding reductions (federal or otherwise)?
- How have these reductions impacted the services you're able to provide in West Hollywood?
- If key funding sources were lost, what would your plan be to sustain those services?

CITY SUPPORT & FINAL THOUGHTS

- What specific actions—funding, training, outreach, policy changes—can the City take to help you better serve your clients?
- Are there any final thoughts or recommendations you'd like to share about how the City can improve its support for your organization or clients?

Staff Recommendations: Agency Selection, Funding Levels, and Scopes of Work

2025–2028 Program Proposals

Summary

This document presents staff's recommendations for agency & program selection, funding levels, and scopes for work for the 2025–2028 social services program cycle.

Agencies are listed in alphabetical order; if an agency has more than one program, those programs are shown separately. Agencies new to the city's contracting cycle are highlighted in blue.

For each agency, the following information is provided:

- Current Funding (for the grant year running from Oct. 1, 2025 – Sept. 30, 2026)
- Requested Funding (for the grant year starting Oct. 1, 2026 – Sept 30, 2027)
- Staff Recommended Funding (for the grant year starting Oct. 1, 2026)
- Agency Proposal – A summary of the scope of work submitted by the agency.
- Staff Recommendation – Staff's funding recommendation and rationale, based on program needs, service delivery, and alignment with community priorities.

APLA Health – Community Support

Current Funding: $525,991
Requested: $442,793
Staff Recommendation: $223,550

Agency Proposal:

- Coordinated service model including the Party Wise intervention for gay and bisexual men who use crystal methamphetamine.
- Public benefits counseling with pharmacy and co-pay assistance.
- HIV-Elders educational groups for older adults living with HIV.
- Food and nutrition services for people living with HIV.

Staff Recommendation:

- Fund Party Wise intervention, benefits counseling, pharmacy assistance, and HIV-Elders groups.
- Food and nutrition services not recommended due to overlap with other funded programs.

APLA Health – Housing Support

Current Funding: $0
Requested: $350,500
Staff Recommendation: $302,441

Agency Proposal:

- Housing support for older adults and people living with HIV, including housing case management and direct financial assistance to promote housing stability, health access, and independent living.

Staff Recommendation:

- Fund at a reduced amount due to budget limitations.

Ascencia

Current Funding: $395,309
Requested: $653,502
Staff Recommendation: $256,190

Agency Proposal:

- Integrated street outreach, emergency housing, and housing retention services.

Staff Recommendation:

- Fund emergency housing and housing retention services.
- Street outreach is not recommended.

Awakening Recovery

Current Funding: $25,000
Requested: $25,000
Staff Recommendation: $25,000

Agency Proposal:

- No-cost recovery services for individuals with chronic drug and alcohol addiction.

Staff Recommendation:

- Recommend continued access to treatment bed nights through a fee-for-service contract.

Being Alive

Current Funding: $143,242
Requested: $337,037
Staff Recommendation: $231,392

Agency Proposal:

Integrated care services for people living with HIV, including unrestricted mental health support, wellness programming, prevention education, harm reduction services, and continued support for the West Hollywood Harm Reduction Center.

Staff Recommendation:

- Recommend increased funding to retain critical staff and expand wellness, case management, and harm reduction services in response to federal cuts.

Bet Tzedek

Current Funding: $558,453
Requested: $700,000
Staff Recommendation: $650,000

Agency Proposal:

- Expanded legal services including eviction defense, tenant rights, and advocacy.

Staff Recommendation:

- Recommend increasing capacity by expanding staffing to meet demand.

Coalition for Economic Survival *[New Program]*

Current Funding: $0*
Requested: $75,000
Staff Recommendation: $75,000

Agency Proposal:

- Tenant rights education, eviction prevention, rent control advocacy, and housing condition support.

Staff Recommendation:

- Recommend full funding to enhance housing advocacy services.
- * Note – this agency is currently funded at $75,000 per year in the Rent Stabilization division. Approval of the agreement in the social services program would align the program reporting and administration with other resident-based tenant advocacy and legal services provided by the Human Services & Rent Stabilization Department

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Community Bridge Housing Corporation *[New Program]*

Current Funding: $0
Requested: $60,000
Staff Recommendation: $98,818

Agency Proposal:

- Low/no-barrier interim housing through a fee-for-service model.

Staff Recommendation:

- Recommend full funding to expand shelter bed availability for unhoused residents.

Defense Diagnostics Inc. *[New Program]*

Current Funding: $0
Requested: $104,500
Staff Recommendation: $10,000

Agency Proposal:

- Distribution of 16,000 Defent One fentanyl test kits through community channels, including harm reduction vending machines.

Staff Recommendation:

- Recommend partial funding for online ordering only.
- Harm reduction distribution is covered under WeHo Life and Opioid Settlement Funds.

Disability Community Resource Center

Current Funding: $66,548
Requested: $107,197
Staff Recommendation: $107,197

Agency Proposal:

- Case management, emergency assistance, assistive devices, and home modifications to support independent living for people with disabilities and older adults.

Staff Recommendation:

- Recommend full funding to support expanded services.

Healthcare in Action

Current Funding: $578,663
Requested: $3,856,457
Staff Recommendation: $1,354,169

Agency Proposal:

- Integrated street-based medical care, mental health services, and HIV support for unhoused community members.

Staff Recommendation:

- Recommend program expansion to consolidate street-based services under one lead agency.
- Expanded funding supports clinical staff, peer navigators, and extended service hours.

- A 24/7 model is not recommended at this time.

Housing Works

Current Funding: $148,923
Requested: $155,458
Staff Recommendation: $155,458

Agency Proposal:

- Housing retention services for individuals with lived experience of chronic homelessness.

Staff Recommendation:

- Recommend full funding to address increased personnel and urgent needs.

Jewish Family Service – Comprehensive Service Center

Current Funding: $1,102,886
Requested: $1,102,980
Staff Recommendation: $1,102,980

Agency Proposal:

- Comprehensive services for seniors and people with disabilities, including case management, home care, emergency services, counseling, arts/wellness, and transportation assistance.

Staff Recommendation:

- Recommend full funding to maintain critical services.

Jewish Family Service – Nutrition

Current Funding: $637,669
Requested: $677,601
Staff Recommendation: $677,601

Agency Proposal:

- Nutritious meal services for older adults and adults with disabilities to reduce food insecurity and increase socialization.

Staff Recommendation:

- Recommend full funding to support increases in personnel, food, and vehicle costs.

Jewish Family Service – SOVA Food & Resource Program

Current Funding: $154,117
Requested: $189,992
Staff Recommendation: $157,199

Agency Proposal:

- Free groceries, personal care items, and referrals at permanent pantries and pop-up locations.

Staff Recommendation:

- Recommend a 2% COLA to support personnel cost increases.

JVS SoCal – WeHo Works

Current Funding: $203,914
Requested: $222,888
Staff Recommendation: $187,408

Agency Proposal:

- Employment training, job readiness, and business support services for local employers.

Staff Recommendation:

- Recommend a reduction in funding due to consistent return of unspent funds.

L.A. Centers for Alcohol and Drug Abuse *[New Program]*

Current Funding: $0
Requested: $200,000
Staff Recommendation: $149,403

Agency Proposal:

- Substance use disorder services including assessments, outreach, and treatment navigation

Staff Recommendation:

- Recommend reduced funding to support targeted outreach and treatment for high-risk populations.

Los Angeles LGBT Center – Senior Services

Current Funding: $103,872
Requested: $214,476
Staff Recommendation: $105,949

Agency Proposal:

- Case management, housing navigation, meals, showers, mental health groups, and activities for LGBTQ adults 50+.

Staff Recommendation:

- Recommend a 2% COLA to maintain service levels.

Los Angeles LGBT Center – Sexual Health

Current Funding: $256,017
Requested: $443,896
Staff Recommendation: $166,411

Agency Proposal:

- HIV/STI prevention services, including counseling, testing, treatment, and vaccinations.

Staff Recommendation:

- Recommend reduced funding based on the closure of the WeHo location.
- Funding reflects continuity of services for West Hollywood community members at the Hollywood site.

Los Angeles LGBT Center – Survivor Services

Current Funding: $102,810
Requested: $139,245
Staff Recommendation: $107,337

Agency Proposal:

- Support for LGBTQIA+ survivors of violence and discrimination, including legal services and emergency resources.

Staff Recommendation:

- Recommend a 2% COLA and an additional $2,500 for emergency assistance.

Los Angeles LGBT Center – WeHo Life

Current Funding: $140,675
Requested: $345,497
Staff Recommendation: $190,000

Agency Proposal:

- HIV/STI prevention via online/in-person outreach, nightlife safety, drug test kits, and wellness education.

Staff Recommendation:

- Recommend expanded funding for harm reduction supplies and outreach staffing.

Los Angeles LGBT Center – Youth

Current Funding: $180,756
Requested: $300,000
Staff Recommendation: $184,371

Agency Proposal:

- Drop-in services, emergency/transitional housing, mental health support, and workforce development for LGBTQ youth.

Staff Recommendation:

- Recommend a 2% COLA to maintain current services.

Maple Counseling Center

Current Funding: $50,000
Requested: $60,000
Staff Recommendation: $60,000

Agency Proposal:

- Culturally relevant, equity-focused mental health treatment for individuals and families via in-person and telehealth platforms.

Staff Recommendation:

- Recommend full funding.

Men's Health Foundation

Current Funding: $90,366
Requested: $124,851
Staff Recommendation: $290,502

Agency Proposal:

- PrEP/PEP services, HIV/STI screening, outreach, and benefits navigation.

Staff Recommendation:

- Recommend expanding the program to serve as the City-funded express HIV/STI clinic and address gaps from the WeHo Center closure.

National Council of Jewish Women

Current Funding: $147,785
Requested: $467,389
Staff Recommendation: $327,420

Agency Proposal:

- Rental assistance and guaranteed income support for rent-burdened residents.

Staff Recommendation:

- Recommend expanded rental assistance but do not recommend guaranteed income at this time.

Pathways

Current Funding: $154,690
Requested: $309,006
Staff Recommendation: $270,000

Agency Proposal:

- Full-day preschool for ages 2.5 to 5, including screenings and mental health consultations.

Staff Recommendation:

- Recommend increased funding for staffing, classroom supplies, and a mental health consultant.

Planned Parenthood Los Angeles

Current Funding: $93,060
Requested: $93,060
Staff Recommendation: $93,060

Agency Proposal:

- Reproductive and sexual health services and education for West Hollywood community members.

Staff Recommendation:

- Recommend full funding to maintain current service levels.

Project Angel Food

Current Funding: $189,629
Requested: $196,927
Staff Recommendation: $196,927

Agency Proposal:

- Home-delivered, medically tailored meals for critically ill and food-insecure residents.

Staff Recommendation:

- Recommend full funding to support program expansion and continued impact.

Rainbow Hill Enterprises *[New Program]*

Current Funding: $0
Requested: $200,000
Staff Recommendation: $25,000

Agency Proposal:

- LGBTQIA+-specific trauma-informed substance use treatment services.

Staff Recommendation:

- Recommend access to the Treatment Pool of Funds.

Seeds of Hope

Current Funding: $78,954
Requested: $455,587
Staff Recommendation: $231,392

Agency Proposal:

- Food access, nutrition education, horticultural therapy, and social service navigation.

Staff Recommendation:

- Recommend increased funding for expanded produce distributions and nutrition education.
- The navigation component is not recommended due to duplication.

The TransLatin@ Coalition

Current Funding: $260,100
Requested: $396,845
Staff Recommendation: $250,000

Agency Proposal:

- T.R.U.E. program to provide holistic support, job readiness, and quality-of-life improvements for TGI adults.

Staff Recommendation:

- Recommend maintaining current service levels.
- Do not support expanded financial assistance, communications, or meal services.
- Recommend a slight decrease due to duplication of outreach efforts.

World Harvest Charities and Family Services *[New Program]*

Current Funding: $0
Requested: $346,364
Staff Recommendation: $69,000

Agency Proposal:

- Pop-up food distributions and grocery vouchers for food-insecure residents.

Staff Recommendation:

- Recommend reduced funding for grocery vouchers only.
- Pop-up sites are not recommended due to service overlap with Seeds of Hope.