

SUBJECT:           **INTRODUCTION TO THE COMMUNITY HEALTH HUB PILOT  
AND REQUEST FOR COMMISSION INPUT**

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

(Teree Carter, Human Services Manager)

(Derek Murray, Human Services Supervisor)

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**STATEMENT ON THE SUBJECT:**

The Human Services Commission will receive an overview of the City’s proposed Community Health Hub vending machine pilot program and will provide input to help shape the final program presented to the City Council on January 20, 2026.

**RECOMMENDATION:**

Receive and discuss.

**BACKGROUND/ANALYSIS:**

This report provides the Human Services Commission with an update on the City Council directive (April 21, 2025 – Item F.5. Exploration of Additional Harm-Reduction Tools) to expand the City’s harm-reduction toolkit and strengthen community-based responses to behavioral health and social service needs. The City of West Hollywood has long prioritized social services and the well-being of its residents, visitors, and vibrant nightlife community by investing in innovative, life-saving approaches that reduce harm and save lives. The City has supported harm-reduction programming across multiple funding cycles, including significant investments through the 2025–2028 Social Services grants. These investments sustain a comprehensive continuum that includes naloxone distribution, safer-sex supplies, fentanyl testing, drink-spiking prevention resources, and navigation to substance-use treatment services.

The proposed Community Health Hubs build upon this continuum by offering free public access to lifesaving and wellness-related supplies. The machines will distribute items that support overdose prevention; reproductive health, hygiene, and personal safety; provide public-health information; and create a visible connection to local contracted service providers. Each machine includes a touchscreen interface that collects anonymous, non-

identifying demographic information, enabling the City to evaluate usage trends, identify emerging community needs, and inform future planning.

The remainder of this report includes:

- An overview and summary of the Community Health Hubs initiative.
- A summary of the items selected for the vending machines.
- A review of the multi-departmental site selection process.
- A review of security, vandalism, and operational considerations.
- A summary of future phases and anticipated expansion.
- Opportunity for Commission feedback.

## **1. Program Overview**

The Community Health Hubs initiative is designed to expand access to harm-reduction materials and other essential health resources for individuals who may benefit from them, including people experiencing homelessness, individuals who use substances, and members of the broader community who may need emergent or preventive supplies. While the project was initially explored as “harm-reduction vending machines,” City staff revised the name to Community Health Hubs to reflect a more inclusive purpose. The machines will dispense both harm-reduction tools and general wellness and reproductive-health supplies to ensure they serve the community broadly, reduce stigma, and align with the City’s public-health values. Under this initiative, resource vending machines will be installed at high-visibility locations in the City to provide no-cost, 24/7 access to items that support safety, hygiene, and overall wellness. The program complements existing social services by offering an easy, anonymous, and accessible method for obtaining critical health-promoting supplies.

## **2. Summary of Selected Items**

The initial inventory for the Community Health Hubs includes a comprehensive range of harm-reduction tools, sexual and reproductive health supplies, and basic hygiene items intended to support overall wellness. Harm-reduction materials include naloxone (Narcan) nasal spray, fentanyl and xylazine test strips, and HIV and STI self-testing kits. Sexual-health and reproductive-health supplies include condoms, female condoms, lubricant packets, dental dams, Plan B emergency contraception, and PrEP/PEP resource cards. To support day-to-day hygiene needs, the machines will offer menstrual products, soap or body wipes, deodorant packets, toothbrush and toothpaste kits, hand sanitizers, and biodegradable disposal bags. Together, these items reflect a balanced inventory that promotes safety, reduces health risks, and aligns with the City’s harm-reduction and public-health goals.

### **3. Site Selection Process**

To determine suitable locations for the initial pilot sites, a cross-departmental workgroup consisting of Human Services, Public Safety, Facilities, Recreation Services, and Communication staff conducted extensive site visits across nine City locations. Each location was evaluated based on visibility, pedestrian activity, lighting, proximity to security ambassadors or staff, ADA accessibility, electrical and connectivity feasibility, ease of restocking, and compatibility with existing operations. Based on the workgroup's assessment, staff recommend piloting installations at the West Hollywood Park five-story parking structure (ground level) and at The Abbey Food & Bar through a Memorandum of Understanding. The West Hollywood Park structure offers strong visibility, consistent foot traffic, robust lighting, and regular Security Ambassador presence, making it well suited for a publicly accessible health-resource hub. The Abbey location provides access within the City's nightlife corridor, an area aligned with current overdose-prevention needs, and benefits from an engaged community partner committed to supporting harm-reduction efforts. Together, these locations reflect a balanced, data-driven approach intended to serve diverse community members across different settings and times of day. A detailed summary of all sites visited, including the evaluation criteria and site-by-site notes, is included as Attachment B.

### **4. Other Considerations**

During the assessment process, staff emphasized that vandalism and wear-and-tear are common issues affecting public-facing infrastructure citywide. Facilities, Parking, and Public Safety staff cited recent examples such as repeated damage to bus shelters, EV charging stations, and other assets. These concerns informed the recommendation to prioritize sites with regular activity and natural surveillance and to defer installations in isolated areas until further evaluation.

### **5. Program Expansion**

Two locations originally considered for the pilot, Plummer Park and West Hollywood Park, will be evaluated for placement in future phases of the initiative. While West Hollywood Park offers potential for future installation, staff identified several operational considerations that warrant a phased evaluation, including fluctuating ambassador coverage in the 24-hour restroom area and the need for continued assessment of activity levels, safety, and infrastructure. Staff determined that further review is needed before confirming installation in this park. Plummer Park also presents long-term potential but is currently impacted by the planned lobby remodel, which will significantly alter interior and exterior space configurations. Staff additionally identified concerns regarding visibility and safety for machines placed outdoors, particularly in more isolated areas that lack consistent oversight. Given these factors, staff concluded that it would be prudent to

revisit Plummer Park as part of a future expansion, once construction is complete and optimal placement conditions can be reassessed. Staff will also be evaluating whether installations located within parks or the public right-of-way will require consultation with the Public Facilities, Recreation and Infrastructure Commission (PFAC) to ensure proper alignment with established review processes.

## **6. Commission Input**

Staff are seeking Commission guidance to help refine the pilot implementation ahead of the upcoming Council item. The goal of this discussion is to leverage Commissioners' subject-matter expertise and community connections to inform decisions around equitable stocking, community readiness, communication strategies, and overall public-health impact. Input gathered during this session will be incorporated into a staff report to ensure that the pilot reflects community values, supports safety, and aligns with Commission feedback.

Discussion guidance questions are provided in Attachment A, which will structure a focused conversation to ensure that feedback is actionable and aligned with the City's harm-reduction goals.

## **7. Next Steps**

Staff will take the actions below following the Commission discussion:

- Incorporate Commission input into the January 20, 2026 City Council staff report.
- Finalize recommended locations, items, and communication strategies.
- Return to the Commission with an implementation update following Council direction.

### **OFFICE OF PRIMARY RESPONSIBILITY:**

HUMAN SERVICES & RENT STABILIZATION DEPT / HUMAN SERVICES DIV

### **ATTACHMENT(S):**

Attachment A – Community Health Hub Vending Machine Discussion Guide

Attachment B – Community Health Hub Site Assessment Summary

## Attachment A - Community Health Hub Vending Machine Discussion Guide

### 1. Stocking & Inclusivity

- Does the proposed list of items reflect an appropriate balance of harm-reduction supplies, public-health essentials, and inclusive wellness resources?
  - **Suggested items include:**  
Narcan (naloxone); condoms & lubricants; fentanyl test kits; xylazine test kits; drink-spiking test kits; cup covers; Plan B emergency contraception; sterile syringes with sharps shaft; hygiene kits; safer-smoking supplies; HIV & STI self-test kits; COVID-19 tests; menstrual products.
- Are there additional items Commissioners feel are essential or missing?
- Are any items inappropriate or duplicative based on community context?

### 2. Community Engagement & Messaging

- What messaging strategies would help reduce stigma and reinforce that the Community Health Hubs serve *all* community members?
- Are there specific communication approaches that would increase trust and utilization among LGBTQ+ residents, nightlife patrons, older adults, or people experiencing homelessness?

### 3. Data, Evaluation, and Future Planning

- What information would the Commission like to receive when the program returns for evaluation (e.g., usage trends, demographic insights, refill patterns, public-health outcomes)?
- What would success look like for year one of the pilot?

### 4. Future Location Considerations

- Are there locations the Commission believes should be considered for future expansion? Potential considerations include community access, safety, and visibility needs.

## Attachment B – Community Health Hub Site Assessment Summary

### Overview

A cross-departmental workgroup consisting of staff from Human Services, Public Safety, Facilities, Recreation Services, and Communications conducted site visits across the City to evaluate potential installation locations for Community Health Hubs.

Each site was reviewed for visibility, foot traffic, lighting, security presence, access to electrical power and connectivity, ADA accessibility, restocking feasibility, and alignment with public-health and harm-reduction goals.

The following table summarizes all nine locations visited and key considerations identified during the assessment.

**Table 1. Summary of Site Visits and Key Observations**

Location	Findings / Observations
1. Veteran's Memorial Park (Holloway Dr & Santa Monica Blvd)	Visible park location but ultimately not advanced as a Phase 1 candidate. Concerns included activity levels and uncertain oversight during evening hours when park usage is low.
2. Tower Lot (W. Sunset Blvd & Horn Ave)	Assessed for visibility and access; did not demonstrate strong advantages compared to other sites with more consistent pedestrian activity and natural surveillance.
3. West Hollywood Park – 24-Hour Restroom Area (647 N. San Vicente Blvd)	High-activity area with lighting and regular security ambassador presence. However, ambassador placement shifts during daytime hours, which raised concerns regarding consistent oversight. Identified as a future-phase location pending additional evaluation.
4. Sheriff's Station (780 N. San Vicente Blvd)	Assessed for viability; location not recommended for Phase 1 due to security considerations, logistics, and limited public access patterns relevant to hub usage.
5. Five-Story Parking Garage (625 N. San Vicente Blvd)	Highly visible, regularly trafficked, and located near existing vending machines and the staffed parking kiosk, which provides natural surveillance. Infrastructure for power and restocking is favorable. Selected for Phase 1 installation.
6. Werle Building (Robertson Blvd & El Tovar Pl)	Visible site but did not provide the consistent activity or oversight needed for safe installation. Not recommended for pilot placement.

7. Plummer Park Patio (7377 Santa Monica Blvd)	South Patio initially explored but found to be isolated with limited visibility, especially after park closure at night. High vandalism risk without supervision. Indoor placement currently constrained by the upcoming lobby remodel, making this a future-phase location pending improved conditions.
8. Crescent Heights Parking Lot (N. Crescent Heights & Santa Monica Blvds)	Reviewed but did not demonstrate the needed activity level, visibility, or operational advantages compared to other sites. Not recommended for pilot phase.
9. La Jolla Parking Lot (1044 N. La Jolla Ave)	Assessed for feasibility but lacked consistent foot traffic and oversight required for safe installation. Not advanced for Phase 1.

**Assessment Criteria**

During each site visit, staff evaluated locations based on the following criteria:

- Visibility and Activity: Whether the site experiences steady foot traffic and regular community use.
- Lighting and Safety: Quality of lighting and general environmental safety at night.
- Security Presence: Proximity to security ambassadors, cameras, or staffed facilities.
- Access to Power and Connectivity: Feasibility of connecting machines to electrical power and Wi-Fi/Ethernet.
- ADA Accessibility: Ability for individuals with mobility challenges to access the machine safely and independently.
- Restocking Feasibility: Ease of access for providers to maintain and refill the machines.
- Impact on Existing Operations: Compatibility with park, facility, or business programming.
- Public Health Alignment: Ability to reach individuals experiencing homelessness or other vulnerable groups without creating safety or programming conflicts.

**Phase Classification**

Based on the assessment, the workgroup recommends the following phasing strategy:

- Phase 1 Installation Sites:
  - Five-Story Parking Garage
  - The Abbey (private partner, confirmed support)
- Future Phase Consideration:
  - West Hollywood Park (pending additional evaluation)
  - Plummer Park (pending completion of lobby remodel and improved placement options)
- Not Recommended for Phase 1:
  - Veteran's Memorial Park, Tower Lot, Sheriff's Station, Werle Building, Crescent Heights Parking Lot, La Jolla Parking Lot.