

**HUMAN SERVICES COMMISSION
CITY OF WEST HOLLYWOOD
REGULAR MEETING
TUESDAY, JANUARY, 13, 2026
PLUMMER PARK - ROOMS 5 & 6
7377 SANTA MONICA BOULEVARD
6:00 PM**

LAND ACKNOWLEDGEMENT:

“The West Hollywood Human Services Commission acknowledges that the land on which we gather and that is currently known as the City of West Hollywood is the occupied, unceded, seized territory of the Gabrieleño Tongva and Gabrieleño Kizh peoples.”

STATEMENT OF SHARED RESPONSIBILITY FOR RESPECT:

During public meetings, community gatherings, interactions with the public, and with one another, the City endeavors for all participants and attendees to conduct City business and treat others with respect, a core value of the City. This includes being polite, professional, and thoughtful when interacting with others. Our collective commitment to West Hollywood requires intention, cooperation, courtesy, consideration, tolerance, forgiveness, acceptance, inclusiveness, kindness, compassion, and patience. Our respect is expressed not only in the words we choose, but also in our tone, our demeanor, and our actions toward one another.

To comply with the Americans with Disabilities Act of 1990, Assistive Listening Devices (ALD) will be available for check out at the meeting; If you require special assistance to participate in this meeting, (e.g. an American Sign Language interpreter for people who are Deaf or hard of hearing), you must call or submit your request in writing to the Office of the City Clerk at (323) 848-6409 at least 48 hours prior to the meeting. The City TDD line for the hearing impaired is (323) 848-6496.

Special meeting related accommodations (e.g., transportation) may be provided upon written request to the Office of the City Clerk at least 48 hours prior to the meeting. For information on public transportation, call 323.GO.METRO (323/466-3876) or go to www.metro.net.

RULES OF DECORUM

Members of the audience shall not engage in disorderly or boisterous conduct, including the utterance of loud, threatening, or abusive language, whistling, stamping of feet or other acts which disturb, disrupt, impede, or otherwise render the orderly conduct of the Commission meeting infeasible. A member of the audience repeatedly or continuously engaging in any such conduct shall, at the discretion of the Presiding Officer or a majority of the Commission, be subject to ejection from that meeting.

Any person wishing to speak in connection with any item of business on the agenda shall first complete a speaker request slip and submit the slip to the Secretary.

No person shall address the Commission without first being recognized by the Presiding Officer.

Each person addressing the Commission shall do so in an orderly manner and shall not make repetitious, slanderous or irrelevant remarks, or engage in any other disorderly conduct which disrupts, disturbs or otherwise impedes the orderly conduct of the Commission meetings. Any person who so disrupts the meeting may, at the discretion of the Presiding Officer or a majority of the Commission, be subject to ejection from that meeting.

To Participate by Listening to the Meeting Audio and Providing Public Comment by Telephone:

1. You may dial-in ten (10) minutes prior to the start of the meeting. The meeting begins at 6:00 p.m. You will be placed ON HOLD in the Virtual Meeting Room until the meeting commences. When you enter the meeting, please mute your telephone. Dial in Code: *6 = unmute. Dial in Code: *9 = lets the host know you want to speak on the current item
2. Members of the public who wish to comment by telephone are required to register to speak via Zoom by sending an email to HSCPUBLICCOMMENT@weho.org no later than 12:00 p.m. to be added to the remote public speaker list. Please include your name, phone number (for staff to identify your caller location on Zoom), and the item number(s) you would like to speak on.

1. CALL TO ORDER:

A. ROLL CALL

B. PLEDGE OF ALLEGIANCE

C. APPROVAL OF AGENDA

The Human Services Commission is requested to approve the meeting agenda for January 13, 2026.

D. APPROVAL OF MINUTES

The Human Services Commission is requested to approve the minutes of the December 9, 2025, Human Services Commission meeting.

E. PUBLIC COMMENT

The Human Services Commission values your comments; however, pursuant to the Brown Act, the Human Services Commission cannot take action on items not listed on the posted agenda. Members of the public have three minutes to speak. This public comment period is to address the Human Services Commission on agenda items or items of general interest within the jurisdiction of the Human Services Commission. An additional

public comment period is offered at the end of the meeting.

2. CONSENT CALENDAR: None.

3. PUBLIC HEARING: None.

4. UNFINISHED BUSINESS:

A. AWARD OF 2025-26 AGENCY DEVELOPMENT GRANTS

The Human Services Commission will receive a report on the Agency Development Grant Request for Proposal for the 2025–26 funding cycle.

Recommendations: Receive and file.

B. HUMAN SERVICES COMMISSION 2026 WORKPLAN

The Human Services Commission will receive the schedule of meeting dates, times, and locations for 2026.

Recommendations: Receive and discuss.

5. NEW BUSINESS:

A. YEAR-END REPORT ON SOCIAL SERVICES PROGRAMS – CONTRACT YEAR 2024–2025

The Human Services Commission will receive the Year-End Report on Social Services Programs for the 2024–2025 contract year.

Recommendations: Receive and discuss.

6. EXCLUDED CONSENT

7. ITEMS FROM STAFF

8. PUBLIC COMMENT

This time is set aside for the public to address the Human Services Commission on any item of interest within the subject matter jurisdiction of the Human Services Commission that could not be heard under Item 1.F. at the beginning of the meeting.

9. ITEMS FROM COMMISSIONERS

During this time, in accordance with Section 4.7 of the Human Services Commission bylaws, any member of the Commission may request that an item of business within the Commission's subject matter jurisdiction be added to a future agenda. Such requests are subject to the approval of the Commission.

10. ADJOURNMENT

The Human Services Commission will adjourn to its next Regular Meeting on Tuesday, February 10, 2026, at 6:00 pm at Plummer Park Community Center, Rooms 5&6.

Notice: Written materials distributed to the Human Services Commission within 72 hours of this meeting are available for public inspection immediately upon distribution at the Department of Human Services and Rent Stabilization, 8300 Santa Monica Boulevard, West Hollywood, California, 90069, during normal business hours. They will also be available for inspection at the staff liaison's table during the Commission meeting.

**HUMAN SERVICES COMMISSION
CITY OF WEST HOLLYWOOD
DRAFTED MINUTES
TUESDAY, DECEMBER 9, 2025
PLUMMER PARK - ROOMS 5 & 6
7377 SANTA MONICA BOULEVARD
6:00 PM**

1. **CALL TO ORDER:** Chair Adolphson called the meeting to order at 6:00 pm and read the Land Acknowledgement.

A. ROLL CALL:

PRESENT: Commissioner Borelli
Commissioner Eyres
Commissioner Palmieri
Commissioner Steele
Commissioner Wyville
Vice-Chair Williams
Chair Adolphson

ABSENT:

ALSO Teree Carter, Human Services Manager

PRESENT: Derek Murray, Social Services Supervisor
Katherine Fierro, Social Services Specialist
Amy Valdepeña, Commission Secretary, Human Services Specialist

- A. PLEDGE OF ALLEGIANCE:** Chair Adolphson led the Pledge of Allegiance.

B. APPROVAL OF AGENDA

The Human Services Commission is requested to approve the meeting agenda for December 9, 2025.

ACTION: Approved the Agenda on December 9, 2025, as amended, motion by Commissioner Steele, seconded by Commissioner Wyville, and approved by roll call vote.

C. APPROVAL OF MINUTES

The Human Services Commission is requested to approve the minutes of the November 18, 2025, Human Services Commission meeting.

ACTION: Approved the minutes of November 18, 2025, as amended, motion by Commissioner Borelli, seconded by Commissioner Eyres, and approved by roll call vote with one abstention by Chair Adolphson.

D. PUBLIC COMMENT

YOLA DORE, WEST HOLLYWOOD - The Disability Advisory Board (DAB) liaison thanked the Commission for the outstanding services they have provided to the disability community and to staff and wished everyone a happy holiday season.

RENEE SOTILE, WEST HOLLYWOOD & MJ GODGES, WEST HOLLYWOOD - Volunteers with the Community Cats TNR program shared an update on the program's expansion. They voiced support for partnering with LuxPaws and Bobby's Street Cats to provide transitional care and low-cost veterinary services, which would strengthen support for both community cats and residents.

JOE GREEN, WEST HOLLYWOOD - Raised concern about insufficient wildfire response for vulnerable communities on the city's east side. He noted upcoming HIV-related votes and community meetings and invited anyone interested to learn more about the Red Cross.

2. CONSENT CALENDAR: None.

3. PUBLIC HEARING: None.

4. UNFINISHED BUSINESS:

A. HUMAN SERVICES COMMISSION MEETING DATES 2026

The Human Services Commission received the schedule of meeting dates, times, and locations for 2026.

ACTION: Approval of the 2026 meeting dates for the Human Services Commission was motioned by Commissioner Eyres, seconded by Commissioner Wyville, and approved by roll call vote, noting the absence of Commissioner Steele and the no vote from Vice-Chair Williams.

5. **NEW BUSINESS:**

A. **ELECTION OF CHAIR AND VICE CHAIR**

The Human Services Commission conducted nominations and elections for a new Chair and Vice Chair. City Clerk Melissa Crowder led the process and informed the Commission that each leadership term is one year and may not be served for more than one consecutive term.

ACTION: Commissioner Steele nominated Vice Chair Williams for Chair, the motion passed with a 6–1 vote, with Commissioner Palmieri voting no.

Commissioner Eyres nominated Commissioner Borelli, and the motion passed unanimously, 7–0.

B. **COMMISSION AND ADVISORY BOARD LIAISON ASSIGNMENTS**

The Human Services Commission reviewed and updated its Commission and Advisory Board liaison assignments.

Vice Chair Williams volunteered to serve as liaison to the Arts and Cultural Affairs Commission and will remain on the Social Justice Advisory Board.

Chair Adolphson was removed from the Business License Commission and will continue serving on the Public Safety Commission.

Commissioner Wyville will remain the alternate for the Public Safety Commission and the liaison for the Rent Stabilization Commission.

Commissioner Borelli will continue as the liaison to the Disability Advisory Board and has been removed as the alternate to the Older Adult Advisory Board.

Commissioner Eyres will remain the liaison to the Older Adult Advisory Board, Transgender Advisory Board, and Women’s Advisory Board, continue as the alternate to the Disability Advisory Board, and was removed from the Planning Commission.

Commissioner Palmieri was removed from the LGBTQ+ Commission and recommended Commissioner Steele accept that role if interested.

ACTION: Liaison assignments were discussed, updated, and filed.

C. **INTRODUCTION TO THE COMMUNITY HEALTH HUB PILOT AND REQUEST**

FOR COMMISSION INPUT

The Human Services Commission received an overview of the City's proposed Community Health Hub vending machine pilot program, which will return to City Council on January 20, 2026. Teree Carter explained that the program expands the City's harm-reduction efforts by providing 24/7 access to free health and safety supplies and connecting users to local service providers. She noted that Phase 1 placements are recommended at the West Hollywood Park five-story parking structure and The Abbey. These locations were selected for visibility, safety, and accessibility.

Public Comment:

RENEE SOTILE, WEST HOLLYWOOD - Urged the City to include menstrual products, tampons and pads in the Health Hubs, noting their cost and the ongoing need for accessible supplies.

JOE GREEN, WEST HOLLYWOOD - Recommended adding socks to the supply list, sharing that they are one of the most requested items in the "blessing bags" his church distributes.

Question: *Does the proposed item list strike the right balance of harm-reduction, health, and wellness supplies? Should anything be added or removed?*

Commissioner Feedback:

Commissioners supported the overall item list and appreciated the inclusion of menstrual products and wellness essentials. They requested monitoring of item usage, especially dental dams, which has been in low demand and asked about restocking frequency and safeguards to prevent overuse or misuse. Staff noted electronic tracking and item limits can be applied. Additional suggested items included non-alcohol mouthwash, dry shampoo, combs, and ongoing inclusion of cup covers. Staff clarified the hubs expand access by offering supplies 24/7 and do not duplicate existing harm-reduction services.

Question: *What strategies would help reduce stigma and reinforce that the community health hubs are for everyone? Are there communication approaches that would build trust and increase utilization?*

Commissioner Feedback:

Commissioners emphasized clear, welcoming branding and

recommended bright, inviting design with the word “FREE” prominently displayed. They stressed the importance of keeping machines clean, well-maintained, and fully stocked to build trust and normalize use.

Commissioners suggested leveraging contracted service providers, food distribution sites, and nightlife venues for outreach, along with word-of-mouth communication. Additional ideas included signage listing available items, media promotion, targeted outreach through commonly used apps, and street-level activation teams. Commissioners also discussed including sterile syringes and adding secure on-site disposal options to support safe practices and reduce hazardous waste in public areas.

Question: *What information should the Commission receive when the program returns for review, and what does success in year one look like?*

Commissioner Feedback:

Commissioners requested item usage data, preferably monthly or quarterly, along with trends over time to understand which supplies are most in demand. They also expressed interest in qualitative feedback from actual users to evaluate functionality and community impact. Success was defined as high, consistent utilization, machines that remain clean, accessible, and well-maintained and supplies that are easy to identify through clear visual cues or grouping (with consideration for colorblind users and individuals who may have difficulty reading text).

Commissioners emphasized minimizing barriers to access, especially for urgent items and encouraged limiting required data collection to avoid deterring use. They also asked that machines include accessibility features for visually impaired users, provide safe disposal options for syringes, and ensure packaging includes information connecting users to services and support.

Question: *Are there additional locations that should be considered for future expansion, and what criteria should be prioritized (visibility, safety, proximity to services, nightlife, etc.)?*

Commissioner Feedback:

Commissioners expressed mixed views about the recommended pilot locations, particularly concerns about placing a machine at The Abbey due to accessibility barriers, a visible security presence, which may make the venue feel less approachable, ID-scanning practices, and the venue’s history with drink-spiking incidents. Several commissioners felt the site would not serve marginalized or unhoused community members and suggested considering other nightlife venues along Santa Monica

Boulevard that reach different demographics.

Concerns were also raised about relying on parking attendants for security at the West Hollywood Park structure, with some commissioners recommending placement near security ambassadors instead, such as at Plummer Park or West Hollywood Park indoor facilities. Commissioners proposed additional future sites, including Jimbo's bar, the West Hollywood Recovery Center/Log Cabin, William S. Hart Park, and locations closer to Sunset Boulevard.

Commissioners acknowledged the pilot nature of the program and encouraged using early data to guide adjustments in future phases, including exploring mobile or event-based units for large gatherings such as PRIDE.

ACTION: Commissioners provided feedback.

D. [HUMAN SERVICES COMMISSION 2026 WORK PLAN](#)

The Human Services Commission reviewed its 2025 Work Plan Calendar, considered the proposed 2026 Work Plan Calendar, and received an introduction to the new Commissioner Feedback Sessions that will be incorporated into next year's agenda.

Commissioners selected several items to be moved to a televised meeting, preferably in May 2026. These items include the Holloway Interim Housing Program Update, the APLA Health Presentation, the Bus Pass Subsidy Update (all originally scheduled for February), and Mental Health Awareness Month programming (listed in May).

Staff will return with an updated work plan and available dates for the televised meeting.

ACTION: Commissioners provided feedback.

6. EXCLUDED CONSENT: None.

7. ITEMS FROM STAFF:

Derek Murray informed the Commissioners that the Bus Pass Program has fully transitioned to the Transportation Department, which will now handle all applications, renewals, and temporary TAP cards.

He also noted that commissioner stipends will increase to \$125 per month beginning January 1, 2026.

He reported that the Holloway Interim Housing Program has met all Homekey grant milestones, maintains full occupancy, and will fill upcoming vacancies from its waitlist of 10 individuals.

Lastly, he provided logistics for the upcoming Warrior Awards ceremony, including arrival times, the run of show, and brief speaking expectations for honorees.

8. PUBLIC COMMENT: None.

9. ITEMS FROM COMMISSIONERS

Commissioner Wyville - Shared that LA County approved a new 988 “Press 3” support option specifically for LGBTQ youth and expressed enthusiasm for this advancement.

Commissioner Eyres - Thanked Chair Adolphson for her leadership, congratulated future Chair Williams and Vice Chair Borelli on their new roles, and offered warm holiday wishes.

Commissioner Borelli - Praised Chair Adolphson’s steady guidance, especially during the funding cycle, and commended staff and City leadership for the success of the Holloway Interim Housing Program.

Commissioner Palmieri - Extended holiday wishes and thanked outgoing Chair Adolphson for her smooth and effective leadership. Congratulated the incoming Chair and Vice Chair.

Vice Chair Williams - Expressed gratitude for the opportunity to serve as Chair and appreciation for the support of fellow commissioners. Highlighted the value of the City’s Leadership Academy and the strong community engagement.

Chair Adolphson - Thanked commissioners for their support during her term and expressed pride in the City’s accomplishments, including the success of the Holloway program and continued innovation in harm-reduction efforts. Wished everyone a safe and joyful holiday season.

10. ADJOURNMENT

The Human Services Commission adjourned at 7:29 pm to its next Regular Meeting on Tuesday, January 13, 2026, at 6:00 pm at Plummer Park Community Center, Rooms 5&6.

Notice: Written materials distributed to the Human Services Commission within 72 hours

of this meeting are available for public inspection immediately upon distribution at the Department of Human Services and Rent Stabilization, 8300 Santa Monica Boulevard, West Hollywood, California, 90069, during normal business hours. They will also be available for inspection at the staff liaison's table during the Commission meeting.

DRAFT

SUBJECT: AWARD OF 2025-26 AGENCY DEVELOPMENT GRANTS

PREPARED BY: HUMAN SERVICES & RENT STABILIZATION DEPARTMENT
(Christine Safriet, Human Services and Rent Stabilization Director)
(Teree Carter, Human Services Manager)
(Jenny Ivanova, Acting Strategic Initiatives Program Administrator)
(Francisco Gomez, Strategic Initiatives Program Administrator)

STATEMENT ON THE SUBJECT:

The Human Services Commission will receive a report on the Agency Development Grant Request for Proposal for the 2025–26 funding cycle.

RECOMMENDATIONS:

Receive and file.

BACKGROUND / ANALYSIS:

Since FY15, the City of West Hollywood has provided one-time funding for professional and agency development through a competitive application process to contracted social services agencies. The funding supports strengthening the organizational capacity and long-term sustainability of City-contracted social service agencies serving the West Hollywood community. The grant program supports one-time, non-recurring capacity-building investments that improve organizational effectiveness and enhance service delivery for West Hollywood residents.

Funded activities may include leadership and workforce development, board and staff training, grant acquisition support, strategic planning, data management (excluding equipment), program evaluation, and program planning. Funds may not be used for ongoing operations, staffing, or the creation of new programs.

For the 2025–26 funding cycle, \$25,000 was available. Given the focus on meaningful, high-impact investments, staff recommends awarding funds to two agencies to concentrate resources in an effective manner, rather than awarding smaller grants across

multiple applicants. This approach ensures that each award amount is sufficient to meaningfully advance the goals of the program to support impactful organizational development efforts.

APPLICATION TIMELINE:

For the 2025-26 funding cycle, the City of West Hollywood Human Services Division released a limited Request for Proposals on November 4, 2025 with applications due on December 9, 2025. Eligibility was limited to currently contracted social service agencies, with a maximum allowable request of \$12,500 per applicant. Applicants were notified of funding recommendations on December 23, 2025, and, subject to City Council approval of this item, program implementation is anticipated to begin in February 2026. All approved funds must be fully expended by September 30, 2026, which coincides with the end of year 1 of the City’s social services contract cycle.

EVALUATION CRITERIA AND REVIEW PROCESS:

Seven eligible proposals requesting a total of \$87,500 were received. A three-member evaluation committee, comprising staff members from the Human Services and Community and Legislative Affairs Divisions, reviewed all proposals using a standardized evaluation tool with a maximum score of 50 points. Proposals were evaluated based on the quality and completeness of the proposal, anticipated impact on service delivery in West Hollywood, and feasibility of the proposed timeline and budget. Final scores were used to rank proposals and inform funding recommendations.

Higher-ranked proposals demonstrated well-defined organizational development projects with clear relevance to service delivery in West Hollywood, while lower-ranked proposals generally did not include sufficient detail or alignment with City objectives.

RECOMMENDED GRANT APPLICATIONS:

Staff recommends Agency Development Grant funding for the following two contracted agencies:

- Pathways LA is recommended to receive funding of \$12,500 to support the development of a comprehensive strategic plan to guide the expansion of early childhood services in West Hollywood. The project focuses on strategic and

program planning, a review of data management practices, staff and board development, and the establishment of an evaluation framework. These activities are intended to strengthen organizational infrastructure, improve planning and accountability, and enhance Pathways LA's capacity to deliver sustainable early childhood services for West Hollywood families.

- Healthcare in Action is recommended to receive funding of \$12,500 to strengthen organizational capacity within its street medicine program serving unhoused residents in West Hollywood. Proposed activities include specialized training, certification, and clinical consultation to enhance internal expertise in crisis de-escalation, domestic violence response, and HIV prevention and care. This investment will improve service effectiveness in high-acuity settings and support sustainable, high quality care delivery.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPT / HUMAN SERVICES DIVISION

ATTACHMENTS:

Attachment A: Past Recipients of Agency Development Funds

PAST RECIPIENTS OF AGENCY DEVELOPMENT FUNDS

2024-25 AGENCY DEVELOPMENT RECIPIENTS

- **Disability Community Resource Center (\$7,988):** to hire a consultant to facilitate and develop a comprehensive five-year strategic plan to build sustainable growth, identify diversified funding, increase operational efficiency and improve overall delivery service.
- **Healthcare In Action (\$7,012):** to hire a grant writer consultant to identify gaps and grant opportunities for fiscal growth, with a goal to achieve \$350,000 in grant revenue by September 30, 2025. HIA requested an additional \$2,988 to cover the cost of a one-year subscription to GrantHub Pro, which is an unallowable expense.
- **Seeds of Hope (Episcopal Diocese of LA) (\$10,000):** to hire a social determinant of health consultant, with the support will address broader health and social needs by offering blood sugar, blood pressure, and cholesterol screenings, as well as assistance with rental assistance, healthcare enrollment, CalFresh applications, transportation support, and other essential linkages and resources.

2023-24 AGENCY DEVELOPMENT RECIPIENTS

- **Being Alive (\$9,900):** to hire an experienced consultant with expertise in nonprofit boards to lead a series of professional development trainings for the board and staff. Trainings aim to increase understanding of roles and responsibilities in governance, provide succession planning, and develop an agency three-to-five-year strategic plan.
- **Housing Works (\$10,000):** to hire a training consultant to provide professional First Aid & CPR/AED training and Crisis Consulting De-Escalation Simulation to 50 of its frontline workers.
- **Maple Counseling (\$5,100):** to hire a training consultant to provide professional development training on: (1) Trauma & the LGBTQIA+ Community; and (2) Working with Survivors of Childhood Sexual Abuse to 75 trainees and associate clinicians.

2022-23 AGENCY DEVELOPMENT RECIPIENTS

- **Being Alive (\$5,000):** to engage the services of an experienced development consultant who can provide grant research and writing services, as well as an analysis of current funding streams and donor trends to help the agency become less reliant on government grants for operating.

- **Disability Community Resource Center (\$5,000):** to support leadership development of the organization's program management team by implementing the Positive Intelligence program, which focuses on developing effective communication skills, teamwork strategies, and emotional intelligence. In addition, funds would be used to increase and strengthen staff capacity through further training on DCRC's new Apricot database.
- **National Council of Jewish Women (\$5,000):** to support an all-program two-day staff retreat focused on team building, long-range planning, and skill development. Funds would also be used to support ongoing professional development opportunities for individual staff members.
- **Pathways LA (\$10,000):** to hire a consultant with expertise in anti-bias training to create a training program for West Hollywood Preschool staff. The training would empower educators and staff with the skills and resources needed to implement anti-bias curriculum in the classroom.

2021-22 AGENCY DEVELOPMENT RECIPIENTS

- **Ascencia (\$10,000):** to develop and implement a digital onboarding experience that will improve new employee orientation, training, and retention.
- **Bet Tzedek (\$10,000):** to enhance the organization's limited website capacity in order to better serve the multiple needs of the audiences who visit the site. To transform the website into an interactive tool that educates users on the legal services provided and to become a resource by streamlining messaging, improving the ease of navigation, defining clear pathways to services, improving the overall experience for website visitors, and reduce frustration users currently experience with finding information.
- **Trans Can Work (\$5,000):** to hire a part-time grant consultant who has a strong portfolio of connections to local/national private & foundational funders who could provide Trans Can Work with flexible financial support to be used as needed including staff salaries, technological innovation, and other identified areas of need.

2020-21 AGENCY DEVELOPMENT RECIPIENTS

- **Project Angel Food (\$10,000):** to train staff on a new custom designed client management system for client intake, enrollment, food delivery and case management activities. Training will include train-the-trainer and how to use the system to extract and analyze client data. The new system is expected to help with daily operations such as the timeliness of follow-up, nutritional assessments, meal plan changes, and tracking health outcome data. The ability to measure impact will assist in securing healthcare and fee-for-service partnerships.

- **National Council of Jewish Women (\$5,000):** for a grant writing consultant to secure new and more diverse funding. Applications will include complex government proposals and requests to foundation and corporate sources. The long-term goal of increased grant funding is to increase programming, hire staff, and ensure long term sustainability.
- **Being Alive (\$5,000):** for a grant writing consultant. Additional funding from grantors of mental health and wellness programs will enable the agency to continue to stabilize its finances and to expand services. Using a nonprofit consulting firm, Being Alive expects to generate 12-15 grant proposals.
- **Trans Can Work (\$5,000):** for a grant writing consultant to establish relationships and apply for funding from an already developed target list of 40 grantors. Additional funding generated from grants is expected to increase the agency's capacity for employment navigation services.

2019-20 AGENCY DEVELOPMENT RECIPIENTS

- **Friends Research Institute, Inc. (\$10,000):** to increase the organization's ability to apply for development and foundation funding, and to develop a greater online presence to create more opportunities to connect with prospective program participants. The agency will engage a consultant to write grants and train staff in skills specific to development and foundation grants. A social media consultant will help the agency develop a greater online presence and ultimately reach a broader range of the West Hollywood community.
- **TransLatin@ Coalition (\$7,000):** to help the agency develop a strategic plan and a fundraising plan. The agency will engage two consultants to work with staff in these two key areas. Activities for the strategic plan include an organizational needs survey, facilitation of a weekend retreat, and development of a comprehensive report. The fundraising consultant will develop a plan for long term agency sustainability through grants and donations.
- **Project Angel Food (\$8,000):** to help the agency assess its needs and design a program operations database to replace the current outdated system. The agency will hire a consulting company for the initial steps in a larger project to completely re-do the client and operations system. The new system will support more timely client eligibility assessments and updates, as well as help staff to better analyze and track individual client needs.

2018-19 AGENCY DEVELOPMENT RECIPIENTS

- **The Alliance for Housing and Healing (\$5,000):** to provide financial support for two separate retreats: (1) A one day off-site facilitated staff retreat that will provide the ability to "jump start" strong working relationships with new members of the agency's homeless services case management team. (2) A board retreat that will

revisit the organization's mission, vision, and strategic plan; clarify roles and responsibilities; orient new members; reconnect and re-energize a stagnant board; and address critical issues. The objective of the retreat is twofold: leadership training and team building focused on messaging, fundraising and developing an understanding of the culture of homelessness.

- **Being Alive (\$10,000):** to strengthen financial stability for the next three years during the agency's strategic partnership/merger plans with Saban Community Clinic. Agency Development funds will cover the cost of a grant writer with experience in HIV, Mental Health and Substance Abuse funding opportunities and proposal submissions. Being Alive staff has a goal of identifying a minimum of three funding opportunities and submitting successful applications for a quick-turnaround, including a substantial mental health grant and a multi-year HIV services grant.
- **Pathways LA (\$10,000):** to support a six-month planning process resulting in the creation of a West Hollywood Community Mobilization Outreach Plan that will build Pathway's capacity to enroll West Hollywood-affiliated families in child care subsidy programs, including the West Hollywood Preschool. In so doing, this project will address one of the organization's Strategic Imperatives: Increasing the impact of Pathways' services and programs on child and family outcomes, especially for the most vulnerable.

2017-18 AGENCY DEVELOPMENT RECIPIENTS

- **Housing Works (\$7,000):** to increase the organization's media capacity and develop a social media strategy to improve methods. A media consultant will coach staff members on messaging development and delivery, media engagement, and negotiating the use of footage. In a separate training, a social media consultant will work with staff to evaluate and manage social media outreach and engagement.
- **National Council of Jewish Women, Los Angeles (\$9,000):** to hire a consultant to create a strategic plan and facilitate a Board retreat. The consultant will work with the Board to strengthen key areas of fundraising, Board recruitment, volunteer capacity, marketing and program evaluation.
- **Project Angel Food (\$9,000):** to hire a consultant to develop a three-year strategic plan and conduct an all-day Board retreat. Activities will include a number of planning committees for Board members that will address: mission, branding, and marketing; financial stability; expanding services to increase competitive edge; data-driven practices; and Board capacity.

2016-17 AGENCY DEVELOPMENT RECIPIENTS

- **Alliance for Housing and Healing (\$5,500):** to facilitate a leadership and development retreat for the Board of Directors. Agency Development funds will also

be used for a training conducted by United Homeless Healthcare Partners for staff who case manage clients who are homeless.

- **Housing Works (\$10,000):** to hire a development consultant to help with grant writing, grant acquisition and finding sustainable funding streams.
- **Los Angeles LGBT Center, Youth Services (\$4,935):** to conduct a series of staff trainings on trauma informed care and suicide prevention, as well as skills development for case managers. Trainings will be provided by the Southern California Counseling Center, Didi Hirsch Mental Health Services, the Center for Urban Community Services, and Echo Parenting and Education.
- **Men's Health Foundation (\$4,565):** to hire consultant, Dr. Neva Chauppette, to conduct a series of six trainings that increase the capacity of service providers working with at-risk gay and bisexual men. These trainings will focus on responses to mental health issues, addiction, and cultural competence.

2015-16 AGENCY DEVELOPMENT RECIPIENTS

- **Tarzana Treatment Centers (\$7,500)** to conduct six trainings for staff and other West Hollywood social service providers on the topics of Pre-Exposure Prophylaxis (PrEP) and Crystal Methamphetamine use.
- **Pathways L.A. (\$8,400)** to create and implement a multimedia strategy directed at assisting families find and pay for high quality childcare and preschool services and to engage local parents to support their children's early learning.
- **Jewish Family Services (\$9,100)** to help prepare the agency for accreditation on the Commission on Accreditation of Rehabilitation Facilities (CARF) which will include: staff training and education, consultation and data analysis, and materials.

2014-15 AGENCY DEVELOPMENT RECIPIENTS

- **Aid for AIDS (\$1,650)** to conduct three trainings with frontline staff on HIV, co-morbidities and mental illness as it relates to housing stability. These trainings are open to all social service agencies.
- **AIDS Project Los Angeles (\$9,645)** to increase education, awareness and utilization of pre-exposure prophylaxis (PrEP) in West Hollywood through the development and dissemination of educational materials.
- **Being Alive (\$6,050)** to hire a consultant from the Third Sector Company to conduct six Board Chair Academy training sessions with the Board of Directors and to partially cover the expenses of a separate consultant to strategically develop, execute and implement a fund development plan.

- **Bet Tzedek (\$5,000)** to partially cover the cost of the consultant fee to conduct a five-year strategic plan with board, staff and community partners.
- **Housing Works (\$2,500)** to pay for an accounting consultant to restructure their accounting platforms and teach key staff members how to use them to better manage grant funds.
- **The L.A. LGBT Center's Youth Program (\$4,800)** to help pay for training in motivational interviewing for direct line staff and managers.
- **The Saban Community Clinic (\$5,000)** to support the Saban Community Clinic's board of directors training and development project.

SUBJECT: **HUMAN SERVICES COMMISSION 2026 WORK PLAN**

PREPARED BY: **HUMAN SERVICES AND RENT STABILIZATION DEPARTMENT**
(Teree Carter, Human Services Manager)
(Katherine Fierro, Social Services Specialist)
(Amy Valdepeña, Human Services Specialist)

STATEMENT ON THE SUBJECT:

The Human Services Commission will review their 2025 Work Plan Calendar, consider the proposed 2026 Work Plan Calendar, and receive an introduction to the new Commissioner Feedback Sessions that will be incorporated into next year's agenda.

RECOMMENDATIONS:

Receive and discuss.

BACKGROUND / ANALYSIS:

Each year, the Human Services Commission (HSC) establishes priorities for its annual work plan. The work plan, designed as a living document that may be updated as needs evolve, serves as the roadmap for the Commission's agendas and its policy-level oversight of the City's social services portfolio.

As in prior years, a substantial portion of the Commission's agenda will include reports on social service programs funded by the City, updates on City Council initiatives, and annual community education items such as Older Adult Month, HIV Prevention Month, Recovery Month, and Disabilities Awareness Month.

New this year, staff are introducing Commissioner Feedback Sessions, short structured discussions designed to meaningfully engage Commissioners in areas where their professional expertise can directly inform the City's planning, evaluation, and policy development.

Each session will be 20-30 minutes, using guided, high-level prompts to keep the dialogue focused on themes appropriate for Commissioners' purview. The goals of these sessions are to:

- Leverage Commissioners' subject-matter expertise

- Respond directly to the Commission’s desire for deeper engagement
- Gather insight that can inform program improvements, the 2028 Social Services RFP, and enhancements to the Year-End Report
- Strengthen alignment between contracted services, community needs, and policy direction

The Feedback Sessions are strategically placed throughout the year to align with key milestones in reporting, funding, and program planning.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPT / HUMAN SERVICES DIV

ATTACHMENTS:

Attachment A: 2026 Work Plan Calendar

Human Services Commission 2026 Work Plan Calendar

In addition to the items listed below, agency presentations from currently contracted providers will be placed on the Human Services Commission agendas dependent upon presenter availability.

<p><u>January</u></p> <ul style="list-style-type: none"> • 2025-26 Agency Development Funding Recipients • 2024-2025 Year-End Report on Social Services • 2026 HSC Workplan
<p><u>February</u></p> <ul style="list-style-type: none"> • Report on 2024-2025 Contract Savings & Unspent Funds • Planning and Coordination Meeting Updates and Schedule Review • Heart Health Month • Immigration Resources Update
<p><u>March</u></p> <ul style="list-style-type: none"> • Homeless Initiative Update—CRF Implementation Overview and Planned Next Steps • LACAHSR RPHP Funding and Planned Programming • Quarterly Review of Homeless Services Data • Micro-Grants Update • Rent Stabilization Annual Update
<p><u>April</u></p> <ul style="list-style-type: none"> • Community Health Hubs Update • Older Adult Month Programming • WeHo Pride 2026 Parade Participation • Commission Feedback Session: Mid-Year Reporting
<p><u>May</u></p> <ul style="list-style-type: none"> • HIV Prevention Month Provider Presentations • Mental Health Awareness Month Programming • Commission Feedback Session: Social Services RFP Process Redesign • Holloway Interim Housing Program Update • APLA Health Presentation • Bus Pass Subsidy Program Update
<p><u>June</u></p> <ul style="list-style-type: none"> • Mid-Year Report on Social Services Programming • HIV Prevention Month Programming • Quarterly Review of Homeless Services Data (?) • Commission Feedback Session: Community Forum on Homelessness

<p><u>July</u></p> <ul style="list-style-type: none"> • WSCCOG Regional Behavioral Health Study Project Overview Report • TGI Community Health & Safety • Care Team 2.0 Update
<p><u>August</u></p> <ul style="list-style-type: none"> • Annual Update on the LA County LBQ Women’s Health Collaborative • Grants in the Schools Recipient Report • WHPGI—Review of GI Pilot Findings (Pending Report Issuance) • Commission Feedback Session: CARE Team 2.0 Marketing
<p><u>September</u></p> <ul style="list-style-type: none"> • National Recovery Month (informational) • Disabilities Awareness Month (informational) • Quarterly Review of Homeless Services Data (?)
<p><u>October</u></p> <ul style="list-style-type: none"> • Agency Development Funds RFP • Ageism Awareness Day Presentation • Homeless Initiative Update—CRF Implementation Status Report
<p><u>November</u></p> <ul style="list-style-type: none"> • Agency Development Grant Recipient Report • Warrior Awards & World AIDS Day • Election of Officers • Commission and Advisory Board Liaison Assignments
<p><u>December</u></p> <ul style="list-style-type: none"> • 2027 Work Plan Calendar • 2027 Council Liaison Assignments • Holloway Interim Housing Program—Year-End Report • Quarterly Review of Homeless Services Data (?)

Ver. -1-7-2026

**SUBJECT: YEAR-END REPORT ON SOCIAL SERVICES PROGRAMS –
CONTRACT YEAR 2024–2025**

PREPARED BY: HUMAN SERVICES & RENT STABILIZATION DEPARTMENT

(Christine Safriet, Human Services and Rent Stabilization Director)
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(Derek Murray, Social Services Supervisor)
(Francisco Gomez, Strategic Initiatives Program Administrator)
(Maribel Ulloa, Social Services Program Administrator)
(Michelle Liberman, Social Services Program Administrator)
(Isaac Arrendondo, Social Services Program Administrator)
(Dee Saunders, Social Services Program Administrator)
(Katherine Fierro, Social Services Specialist)

STATEMENT ON THE SUBJECT:

The Human Services Commission will receive the Year-End Report on Social Services Programs for the 2024–2025 contract year.

RECOMMENDATIONS:

Receive and discuss.

BACKGROUND / ANALYSIS:

The Year-End Report on Social Services Programs provides a high-level overview of the City of West Hollywood’s investment in social services and the collective impact of these services on the community during the 2024–2025 contract year, spanning October 1, 2024, through September 30, 2025. This was the third year of the three-year funding cycle.

During this period, the City invested approximately \$8 million in City-funded social services across multiple service categories, supporting programs that address housing stability and homelessness prevention, behavioral health and wellness, older adult and disability services, youth and family supports, LGBTQ+-affirming services, legal and immigration assistance, and basic needs. These investments reflect the City’s longstanding commitment to enhancing the health, safety, and well-being of individuals

who live, work, own property, attend school, or spend significant time in West Hollywood. Since 1985, the City has partnered with a network of nonprofit and community-based organizations to deliver culturally competent and responsive services. Consistent with Council's interest in understanding community impact and system performance, this year's report shifts from a provider-by-provider narrative to a service-category framework. This approach allows for a clearer understanding of aggregate reach, outcomes, and trends across the City's social services system, while maintaining provider accountability through ongoing contract oversight and monitoring.

The City's social services system is grounded in an equity-based framework that recognizes the intersecting identities and experiences that shape individual needs. Programs supported during the reporting period served priority populations including people experiencing or at risk of homelessness, older adults, individuals with disabilities, LGBTQ+ community members, immigrants and asylum seekers, and other historically underserved groups. This intersectional lens ensures that services remain culturally competent, accessible, and responsive to evolving community needs.

Attachment A presents a set of service category summaries that synthesize outcomes across City-funded programs and illustrate system performance and community-level impact. Rather than reporting on individual providers, Attachment A organizes results by major service areas and highlights how City investments function collectively to meet community needs.

Attachment B supplements the narrative summaries with a concise data snapshot highlighting systemwide reach and outcomes. This attachment presents selected aggregate indicators to illustrate the scale of services delivered, priority populations served, and the types of outcomes supported by City investment.

Together, Attachments A and B provide a clear, accessible view of how City-funded social services function collectively to support community stability, health, and well-being.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPT / HUMAN SERVICES DIVISION

ATTACHMENTS:

Attachment A – Service Category Summaries

Attachment B – Social Services Data Snapshot

Table of Contents

Introduction	2
Key Definitions & Data Notes	2
Unduplicated Community Members	2
Program Enrollment.....	3
Service Encounter / Service Contact	3
Aggregate Reporting	3
Service Category	3
Outcomes	3
Data Limitations.....	4
Service Category Summaries.....	5
Older Adults & Disability Services.....	5
Food Services & Nutrition	7
Child Care & Early Education	10
Health, Mental Health & Wellness Services	12
Housing Stability & Homelessness Response	15
LGBTQ+ Affirming Services & Community Supports	17
Legal Services & Tenant Protection.....	20
Substance Use, Harm Reduction & Recovery Services	22
Sexual Health & HIV Prevention Services	25
Workforce Development & Economic Mobility	28
Emerging Themes & Next Steps	31
Appendix A-1: Participating Agencies by Service Category	32

Introduction

This attachment is provided to support the Year-End Report on Social Services Programs and to offer additional context on the City of West Hollywood’s investment in social services during the 2024–2025 contract year.

The information presented is intended to illustrate the scope, scale, and collective impact of City-funded social services at a system level. Data and narrative summaries are organized by service category to highlight how programs function together to address community needs, advance equity, and promote stability, health, and well-being for residents who live, work, own property, attend school, or spend significant time in West Hollywood.

This attachment is intended to provide descriptive context and should be read alongside the narrative service category summaries.

Where available, trends over time are noted within service category narratives. Due to changes in reporting structure, funding levels, and service mix, year-to-year numerical comparisons are limited and should be interpreted with caution.

Key Definitions & Data Notes

The following definitions are provided to support consistent interpretation of the information presented in Attachments A.

Unduplicated Community Members

Unduplicated community members refers to the number of unique individuals served within a single program during the reporting period. An individual is counted once per program, regardless of how many services they receive within that program.

Because individuals may access services across multiple programs or service categories, unduplicated counts are not additive across categories, and totals should be interpreted as best-available estimates of reach rather than a precise count of unique individuals served citywide.

Program Enrollment

A program enrollment represents an individual's formal intake or participation in a specific program during the contract year. One individual may have multiple enrollments if they participate in more than one program or re-enroll after exiting a program.

Enrollment counts reflect program activity and service utilization, not the number of unique individuals served across the entire system.

Service Encounter / Service Contact

A service encounter or service contact refers to a single interaction between a participant and a program, such as a counseling session, outreach contact, legal consultation, meal distribution, or workshop attendance. Individuals may have multiple service encounters over time.

Aggregate Reporting

Aggregate reporting combines data across multiple programs within a service category to illustrate overall scale, utilization, and outcomes. Aggregate data is used to identify trends and system-level impact and does not replace provider-level performance monitoring or contract compliance review.

Service Category

A service category groups multiple City-funded programs that address a shared community need (e.g., housing stability, food access, health and wellness). Service categories are used in this report to present a system-level view of City investment and outcomes rather than a provider-by-provider analysis.

Outcomes

Outcomes refer to changes or results associated with service participation, such as housing stability, improved food security, increased access to healthcare, employment placement, or enhanced well-being. Outcomes vary by service category and are measured using program-appropriate indicators.

Because service goals differ across categories, outcomes should be interpreted within the context of each service category and are not intended for direct comparison across unrelated service areas.

Data Limitations

Data presented is drawn from provider-reported quarterly and year-end reports and reflects best-available information for the reporting period. Variations in service models, reporting methods, and data collection practices may limit direct comparisons across programs or contract years.

Service Category Summaries

Older Adults & Disability Services

Community Need & Role

Older adults and people with disabilities in West Hollywood face intersecting challenges related to fixed incomes, rising housing costs, chronic health conditions, mobility limitations, and social isolation. As residents age, even minor disruptions—such as a lapse in benefits, loss of in-home support, or a health event, can quickly threaten housing stability, safety, and independence.

City-funded Older Adults & Disability Services address these needs through a coordinated continuum of support designed to help residents age in place and remain safely housed. Services include case management, housing stabilization and retention assistance, benefits navigation, home care and independent living supports, nutrition and meal services, enrichment and engagement activities, and targeted financial assistance for high-acuity populations. Together, these programs function as prevention-oriented stabilization services, reducing reliance on emergency systems and delaying or avoiding institutional care.

Aggregate Reach & Utilization

During the 2024–2025 contract year, Older Adults & Disability Services supported approximately 1,800 unduplicated West Hollywood community members across multiple service models. Services were delivered through senior centers, residential sites, home-based services, and community locations throughout the City.

Across programs, utilization reflects sustained and, in many cases, increasing demand, particularly for high-touch and ongoing supports. Service activity during the reporting period included:

- More than 64,000 congregate, home-delivered, and supplemental meals for older adults and people with disabilities,
- Over 2,500 case management and advocacy interactions supporting housing stability, benefits access, and safety,
- Nearly 3,000 hours of home care and independent living support, and
- Thousands of enrichment, wellness, and engagement activities that support social connection and mental health.

Many participants required ongoing engagement across multiple quarters, underscoring that services in this category are designed to stabilize complex, long-term needs rather than provide one-time assistance.

Outcomes & Community Impact

Older Adults & Disability Services achieved strong outcomes related to housing stability, independence, and overall well-being. Across programs, outcome reporting demonstrates that most participants were able to remain safely housed and avoid institutionalization during the contract year.

Key outcomes include:

- 97–100 percent of clients receiving targeted case management or housing-focused assistance remained stably housed or out of institutional settings,
- 98 percent of surveyed participants reported improved food security, and
- More than 75 percent of participants maintained or improved their ability to perform Activities of Daily Living (ADLs) following intervention.

Beyond measurable indicators, services reduced social isolation, supported emotional well-being, and improved quality of life through sustained engagement, enrichment activities, and trusted relationships with service providers. For residents aging with disabilities or chronic health conditions, these supports functioned as critical safeguards against crisis and displacement.

Equity & Priority Populations

This service category primarily served older adults age 60 and over and people with disabilities, including individuals living alone, homebound seniors, LGBTQ+ older adults, veterans, and residents aging with HIV or chronic health conditions. Many participants faced compounded vulnerabilities related to age, disability status, income insecurity, housing instability, and limited informal support networks.

Programs emphasized equity through culturally responsive services, multilingual access, disability accommodations, trauma-informed approaches, and service delivery models designed to reduce barriers related to mobility, transportation, and stigma. Across multiple programs, participation among community members of color exceeded annual targets, reflecting effective outreach and inclusive service design.

Trends, Pressures & Challenges

Demand for Older Adults & Disability Services remains high and persistent, driven by demographic trends, rising cost of living, housing affordability pressures, and increasing service intensity among aging residents. Many participants required longer engagement periods and more coordinated support to maintain stability.

Key pressures include limited service capacity for high-acuity needs, constraints on funding for home modifications and assistive technology, and increasing complexity in navigating public benefits systems. These trends highlight the importance of flexible, prevention-focused investments that allow services to respond early and sustain long-term stability.

Strategic Takeaway

Older Adults & Disability Services are foundational to supporting aging in place, housing stability, and independence in West Hollywood. By combining housing-focused interventions, case management, nutrition, home care, and social engagement, City-funded programs help residents remain safely housed, connected, and supported as they age, reducing crisis-driven service use and strengthening overall community resilience.

Food Services & Nutrition

Community Need & Role

Food insecurity continues to affect West Hollywood community members experiencing economic hardship, health challenges, housing instability, fixed incomes, and mobility limitations. For many residents, particularly older adults, people with disabilities, medically fragile individuals, families, and unhoused community members, consistent access to nutritious food is essential to maintaining health, stability, and overall well-being.

City-funded food services address this need through a coordinated set of nutrition interventions, including medically tailored home-delivered meals, congregate and home-delivered senior meals, large-scale fresh produce distribution, client-choice pantries, pop-up food access for unhoused individuals, and nutrition education. Together, these programs function as both basic needs supports and health stabilization strategies, reducing food insecurity while supporting aging in place, chronic disease management, and housing stability.

Aggregate Reach & Utilization

During the 2024–2025 contract year, City-funded food services supported approximately 2,395 unduplicated West Hollywood community members across multiple food and nutrition programs. Services were delivered through a combination of home delivery, congregate meal sites, pantries, pop-up distributions, and community-based distribution locations throughout the City.

Across programs, food services distributed hundreds of thousands of meals and food servings during the reporting period, including:

- 623,568 servings of fresh produce through large-scale distribution sites (equivalent to approximately 2.5 million pounds of produce),
- 67,531 congregate, home-delivered, and supplemental meals provided to older adults and people with disabilities, and
- Ongoing delivery of medically tailored meals to residents with serious or chronic health conditions requiring long-term nutrition support.

Utilization data across all four quarters reflects sustained and, in some cases, increasing demand, with many community members accessing food services repeatedly over time rather than as a one-time intervention. This pattern underscores the role of food services as a reliable source of ongoing support for residents facing persistent economic, health, or housing-related challenges.

Outcomes & Community Impact

Food services achieved strong outcomes related to food security, health stabilization, and overall well-being. Across programs, participant surveys and provider reporting indicate significant improvements in food security, with older adults and medically vulnerable residents reporting improved health stability, reduced stress, and increased ability to manage chronic conditions.

Beyond nutrition alone, food services served as an important entry point to broader social services, creating opportunities for connection to housing support, healthcare, benefits assistance, and community-based resources. Congregate meal sites and food distribution events also functioned as community hubs, reducing social isolation and strengthening social connection, particularly for older adults and people with disabilities.

For unhoused community members, low-barrier pantry and pop-up food distribution reduced daily survival stress and supported consistent engagement with outreach and

stabilization services. For medically fragile residents, reliable access to appropriate nutrition helped prevent health complications that could otherwise lead to emergency care or institutionalization.

Equity & Priority Populations

Food services supported a diverse range of West Hollywood community members, with a particular focus on residents experiencing economic hardship, housing instability, chronic health conditions, mobility limitations, and social isolation. Priority populations served included older adults, people with disabilities, medically fragile individuals, families with children, LGBTQ+ community members, and unhoused residents.

Programs emphasized equity through client-centered, culturally responsive service models, including multilingual access, disability accommodations, and multiple distribution formats such as home delivery, congregate meals, pantries, and pop-up food access sites. These approaches helped reduce barriers related to transportation, mobility, stigma, and scheduling, ensuring that residents with varying needs and circumstances could access nutritious food.

Across programs, outreach and participation reflected the City's diverse community, with strong engagement among communities of color, low-income households, and residents with intersecting health and housing vulnerabilities. Food services also served as a trusted and accessible point of entry into the broader social services system, particularly for residents who may not otherwise engage with formal supports.

Trends, Pressures & Challenges

Demand for food services remained consistently high throughout the reporting period, with many residents relying on ongoing support rather than one-time assistance. Rising food costs, fixed incomes, housing affordability pressures, and continued economic instability contributed to sustained utilization across service models.

Several programs reported increased reliance on home-delivered and low-barrier food access, particularly among older adults, people with disabilities, and medically vulnerable residents. Supply chain costs, staffing capacity, and storage and distribution logistics also presented ongoing operational challenges, requiring flexibility and coordination across providers.

Despite these pressures, City-funded food services continued to meet community needs through scalable distribution models and strong partnerships. These trends underscore the importance of maintaining and adapting food service infrastructure to respond to

persistent demand while supporting health, stability, and dignity for residents facing economic and health-related challenges.

Strategic Takeaway

Food services play a stabilizing and preventative role within the City's social services system. By addressing immediate food insecurity while supporting health, housing stability, and social connection, City-funded food and nutrition programs help residents meet basic needs, reduce crisis-driven service use, and maintain stability amid rising costs of living and ongoing economic pressures.

Child Care & Early Education

Community Need & Role

Access to affordable, high-quality child care and early education is a critical stability support for West Hollywood families navigating high housing costs, limited child care availability, and the need to balance employment with caregiving responsibilities. Reliable early education supports children's developmental readiness while enabling caregivers to maintain employment, pursue education, and sustain household stability.

City-funded Child Care & Early Education services address this need by providing community-based preschool programming that supports whole-child development, strengthens family engagement, and promotes long-term educational success. These services fill an important gap for families seeking accessible, high-quality early learning opportunities within West Hollywood.

Aggregate Reach & Utilization

During the 2024–2025 contract year, City-funded Child Care & Early Education services supported a cohort of West Hollywood children and families through a small-scale, high-touch preschool model. Enrollment levels reflected program capacity rather than community demand, with utilization remaining stable and consistent throughout the reporting period.

The program operates within defined classroom and staffing limits to prioritize continuity, individualized attention, and relationship-based care. As a result, service volume is intentionally constrained, and demand for affordable, community-based preschool programming continues to exceed available capacity.

Outcomes & Community Impact

Child Care & Early Education services demonstrated strong outcomes related to early childhood development, school readiness, and family stability. Programming emphasized early literacy, numeracy, and social-emotional learning, supporting children's cognitive, behavioral, and emotional growth during a critical developmental period.

Age-appropriate developmental screenings were provided to all enrolled children, allowing staff to identify emerging needs early and coordinate supports in a timely manner. Mental health consultation further strengthened this preventive approach by supporting children's behavioral and emotional development within the classroom setting.

Experiential learning activities, including outdoor garden education, cooking, and neighborhood-based field experiences, reinforced classroom instruction while fostering curiosity, independence, and health awareness. Collectively, these outcomes support smoother transitions into elementary school and lay the foundation for long-term academic success.

Equity & Priority Populations

Child Care & Early Education services primarily supported working families seeking affordable, high-quality preschool options within West Hollywood. Many participating families faced economic pressures related to housing costs, limited access to subsidized child care, or gaps in available early education options.

Programs emphasized equity through relationship-based care, culturally responsive instruction, and strong family engagement practices. By locating services within the community and maintaining consistent communication with caregivers, programs reduced barriers related to cost, access, and trust, particularly for families who may otherwise struggle to secure stable early education placements.

Trends, Pressures & Challenges

The primary pressure within this service category is limited capacity rather than program effectiveness. As child care costs rise and affordable preschool options remain scarce, demand for high-quality, community-based early education continues to grow.

While the current model has demonstrated operational stability and strong outcomes, expansion is constrained by physical space, staffing availability, and funding. Scaling this service category would require targeted investment but would build on a proven, effective foundation.

Strategic Takeaway

Child Care & Early Education services represent a high-impact, prevention-oriented investment in family stability and long-term community well-being. Although modest in scale, these programs deliver meaningful outcomes by supporting early development, strengthening family engagement, and enabling caregivers to maintain economic stability. Continued investment, and potential expansion, would address a persistent community need and reinforce the City's commitment to supporting families at critical life stages.

Health, Mental Health & Wellness Services

Community Need & Role

West Hollywood community members experience a wide range of physical health, mental health, and wellness needs shaped by chronic illness, trauma, housing instability, social isolation, discrimination, and barriers to accessing care. These needs are particularly acute among unhoused individuals, LGBTQ+ residents, people living with HIV, and residents navigating ongoing stressors related to cost of living, health inequities, and community-wide crises.

City-funded Health, Mental Health & Wellness Services address these needs through a coordinated continuum of care that includes clinical mental health counseling, psychiatric services, street-based medical and behavioral health care, wellness-based supports, sexual health and HIV/STI testing and treatment, and post-diagnosis care coordination. Together, these services function as both stabilization and prevention interventions, supporting individual well-being while strengthening the City's broader public health and social services system.

Aggregate Reach & Utilization

During the 2024–2025 contract year, Health, Mental Health & Wellness Services supported thousands of service encounters for West Hollywood community members, reflecting sustained demand across clinical, outreach-based, and preventive care models. Services were delivered through clinics, community-based settings, wellness centers, and street-based outreach throughout the City.

Across programs, utilization included:

- Thousands of individual and group mental health counseling sessions, supporting residents experiencing anxiety, depression, trauma, and life transitions,
- Street-based medical and behavioral health interventions for unhoused individuals, including medical assessments, procedures, psychiatric consultations, and medication support,
- Sexual health and HIV/STI testing, treatment, and follow-up care, including post-diagnosis treatment coordination and partner services, and
- Wellness-based supports such as peer counseling and integrative services that complement clinical care for individuals living with chronic health conditions.

Utilization patterns indicate that many participants engage in services over time rather than through one-time visits, underscoring the role of this service category in providing ongoing stabilization and continuity of care.

Outcomes & Community Impact

Health, Mental Health & Wellness Services achieved strong outcomes related to emotional well-being, health stabilization, crisis prevention, and continuity of care. Across programs, participants demonstrated measurable improvements in mental health symptoms, stress management, and overall functioning, as well as successful linkage to ongoing medical and behavioral health care.

Key outcomes included:

- Clinically significant reductions in anxiety and depressive symptoms among counseling participants, as measured by standardized screening tools,
- Timely medical and behavioral health stabilization for unhoused individuals through street-based care, reducing escalation to emergency services,
- 100 percent follow-up and treatment compliance for individuals testing positive for HIV or STIs, supporting both individual and community-level public health outcomes, and
- Sustained engagement in counseling, wellness, and peer support services for individuals managing chronic illness, caregiving responsibilities, or long-term stressors.

Collectively, these outcomes demonstrate the value of integrated health and mental health services in supporting both immediate needs and long-term stability.

Equity & Priority Populations

This service category primarily served priority populations including LGBTQ+ community members, people living with HIV, unhoused individuals, BIPOC residents, transgender and gender-nonconforming individuals, and residents experiencing barriers to accessing traditional healthcare systems.

Programs emphasized equity through LGBTQ+-affirming care, culturally responsive counseling, low- and no-cost services, street-based delivery models, and proactive follow-up after diagnosis or crisis. These approaches reduced barriers related to stigma, mobility, insurance status, and system navigation, expanding access to care for individuals who are disproportionately impacted by health and mental health inequities.

Trends, Pressures & Challenges

Demand for health and mental health services remains high, with increasing complexity among individuals seeking care. Many participants require sustained engagement over time to achieve stabilization, particularly those navigating chronic illness, serious mental health conditions, or housing instability.

Key pressures include staffing capacity for clinical and psychiatric services, the intensity of street-based medical and behavioral health care, and the need for ongoing coordination across health, mental health, and social service systems.

These trends underscore the importance of flexible, integrated service models that can respond to both acute and ongoing health needs.

Strategic Takeaway

Health, Mental Health & Wellness Services are central to the City's social services system, supporting emotional well-being, physical health, and public health outcomes across the community. By combining clinical care, street-based intervention, wellness supports, and prevention-focused services, City-funded programs reduce crisis-driven service use, strengthen continuity of care, and improve quality of life for residents facing complex and intersecting health challenges.

Housing Stability & Homelessness Response

Community Need & Role

Housing instability and homelessness continue to be critical challenges in West Hollywood due to high housing costs, limited affordable housing availability, and the prevalence of residents living on fixed or extremely low incomes. Individuals and families may enter homelessness following economic shocks, health or behavioral health crises, domestic violence, or eviction, while others remain housed but face ongoing risk of displacement without timely intervention.

City-funded Housing Stability & Homelessness Response services address these challenges through a coordinated continuum that spans prevention, crisis response, and stabilization. Services include rental assistance and eviction defense, housing retention and stabilization, street outreach and engagement, emergency and interim shelter, housing navigation, and ongoing supportive services for housed and unhoused residents. Together, these programs are designed to prevent homelessness where possible, reduce the duration and severity of homelessness when it occurs, and support long-term housing stability.

Aggregate Reach & Utilization

During the 2024–2025 contract year, Housing Stability & Homelessness Response services supported thousands of West Hollywood–connected individuals and households, including residents experiencing homelessness as well as those at imminent risk of housing loss. Services were delivered through street-based outreach, shelters, legal clinics, housing navigation programs, and community-based service sites across the City.

Across programs, utilization reflects sustained and high demand throughout the year. Service activity included:

- Extensive street outreach and engagement with unsheltered individuals,
- Emergency and interim shelter stays for adults and youth,
- Housing navigation and placement support, and
- Rental assistance, eviction defense, and housing retention services for households at risk of displacement.

Many participants required ongoing engagement across multiple quarters, reflecting the complexity of housing barriers and the limited availability of affordable housing options within the region.

Outcomes & Community Impact

Housing Stability & Homelessness Response services achieved meaningful outcomes related to homelessness prevention, housing stabilization, and crisis mitigation. Across programs, residents were supported in avoiding eviction, exiting homelessness, or maintaining housing through coordinated intervention and sustained case management.

Key outcomes across this service category included:

- Successful housing placements and re-housing efforts for individuals and families experiencing homelessness,
- High housing retention rates among households receiving rental assistance or stabilization support,
- Evictions prevented or delayed through legal advocacy and emergency financial assistance, and
- Improved engagement and stabilization among unsheltered individuals through consistent outreach and relationship-based services.

By combining prevention-focused strategies with homelessness response, City-funded services reduced reliance on emergency systems, supported continuity of care, and mitigated the long-term impacts of housing instability on individuals and families.

Equity & Priority Populations

This service category served priority populations disproportionately impacted by housing instability and homelessness, including extremely low-income households, seniors, people with disabilities, LGBTQ+ individuals, survivors of domestic violence, transition-age youth, veterans, and individuals experiencing chronic homelessness.

Programs emphasized equity through low-barrier access, trauma-informed and culturally responsive practices, multilingual services, and targeted outreach to populations facing systemic barriers to housing. Youth- and senior-specific interventions, as well as legal and housing supports tailored to high-risk populations, helped ensure services were responsive to the diverse needs of the West Hollywood community.

Trends, Pressures & Challenges

Demand for housing stability and homelessness response services remains consistently high, driven by rising rents, limited affordable housing supply, and increasing complexity among individuals seeking assistance. Many participants required longer engagement periods and more intensive supports to achieve housing stability, particularly those experiencing chronic homelessness or intersecting health and behavioral health challenges.

Key pressures include constrained housing availability, reliance on regional housing systems, and the increasing cost of rental assistance and shelter operations. Despite these constraints, prevention-focused interventions—such as rental assistance and eviction defense—continued to demonstrate strong stabilizing impact, underscoring their importance within the broader housing system.

Strategic Takeaway

Housing Stability & Homelessness Response services are foundational to community stability in West Hollywood. An integrated approach that combines homelessness prevention, crisis response, and housing stabilization is essential to reducing homelessness, preventing displacement, and supporting residents in maintaining long-term housing stability amid ongoing housing market pressures.

LGBTQ+ Affirming Services & Community Supports

Community Need & Role

LGBTQ+ community members continue to face disproportionate barriers to health, safety, housing stability, and economic security due to stigma, discrimination, trauma, and exclusion from affirming systems of care. These challenges are often compounded by intersecting factors such as age, race, immigration status, HIV status, disability, and housing instability. For many residents, accessing services that are not explicitly affirming can create additional harm or deter engagement altogether.

City-funded LGBTQ+ Affirming Services & Community Supports address these needs by providing identity-affirming, culturally competent services across the lifespan, including mental health care, health and HIV prevention services, legal advocacy, peer and community support, youth and senior programming, and stabilization services. Rather than operating as stand-alone interventions, these programs function as trusted access points that connect LGBTQ+ residents to broader systems of care while ensuring safety, dignity, and belonging.

Aggregate Reach & Utilization

During the 2024–2025 contract year, LGBTQ+ Affirming Services & Community Supports engaged thousands of West Hollywood community members through a range of clinical, legal, social, and community-based services. Programs served LGBTQ+ youth, adults, seniors, and families through clinics, drop-in centers, community hubs, outreach-based services, and virtual platforms.

Across service models, utilization included:

- Mental health counseling and wellness services for LGBTQ+ individuals navigating trauma, identity-related stress, and life transitions,
- Health education, HIV prevention, testing, and linkage to care, particularly for populations at elevated risk,
- Legal advocacy and support for survivors of violence, discrimination, or housing instability,
- Youth development and leadership programs that foster safety, connection, and resilience, and
- Senior-focused services that address isolation, aging-related challenges, and long-term stability.

Many participants accessed services on an ongoing basis, reflecting the importance of sustained, affirming engagement rather than one-time intervention.

Outcomes & Community Impact

LGBTQ+ Affirming Services & Community Supports achieved strong outcomes related to mental health, safety, engagement, and overall well-being. Across programs, participants demonstrated improved emotional health, increased stability, and strengthened connection to care and community.

Key outcomes included:

- Reductions in reported mental health symptoms such as anxiety, depression, and trauma-related stress among counseling participants,
- High rates of follow-through on HIV testing, prevention services, and treatment linkage, supporting both individual and community-level public health goals,

- Improved safety and stabilization outcomes for survivors of violence and discrimination through legal advocacy and supportive services, and
- Increased social connection and reduced isolation, particularly among LGBTQ+ youth and older adults engaged in peer and community programming.

Collectively, these outcomes highlight the role of affirming services in reducing crisis-driven service use and supporting long-term stability.

Equity & Priority Populations

This service category primarily served LGBTQ+ individuals across the lifespan, with focused outreach to populations experiencing compounded vulnerability, including transgender and gender-nonconforming individuals, LGBTQ+ youth, older adults, people living with HIV, immigrants and asylum seekers, and LGBTQ+ people of color.

Programs centered equity through explicitly affirming service environments, trauma-informed care, multilingual access, peer-led models, and services designed to address systemic barriers related to discrimination, immigration status, and mistrust of institutions. These approaches ensured that residents who might otherwise avoid traditional systems of care could access services safely and consistently.

Trends, Pressures & Challenges

Demand for LGBTQ+ affirming services remains high, with increasing complexity among individuals seeking support. Many participants present with intersecting needs across mental health, housing stability, legal advocacy, and health care, requiring coordinated, multidisciplinary responses.

Key pressures include growing demand for mental health and crisis services, the need for sustained engagement rather than short-term intervention, and broader societal trends that continue to impact LGBTQ+ safety and well-being. Additionally, as affirming services are often the first point of contact for highly vulnerable residents, programs must balance accessibility with capacity constraints.

These trends underscore the importance of maintaining dedicated, identity-affirming service models as part of the City's broader social services system.

Strategic Takeaway

LGBTQ+ Affirming Services & Community Supports are essential to advancing equity, safety, and well-being in West Hollywood. By providing trusted, affirming access points across health, mental health, legal, and community-based services, City-funded programs reduce barriers to care, strengthen stability, and foster connection for LGBTQ+ residents across all stages of life.

Legal Services & Tenant Protection

Community Need & Role

West Hollywood community members face a range of legal challenges that directly impact housing stability, personal safety, economic security, and the ability to age in place. These challenges disproportionately affect older adults, people with disabilities, survivors of violence, immigrants, and residents with limited financial or linguistic access to legal representation. Without timely legal intervention, unresolved legal issues can quickly escalate into eviction, loss of benefits, continued exposure to harm, or long-term instability.

City-funded Legal Services & Tenant Protection programs address these needs by providing accessible, high-quality legal advocacy and representation focused on housing stability, survivor safety, and protection of legal rights. Services include legal intake and advice, casework, full-scope representation, eviction defense, benefits advocacy, safety planning, court accompaniment, and immigration relief support. Together, these services function as prevention-oriented stabilization interventions, protecting residents from displacement, harm, and loss of critical supports.

Aggregate Reach & Utilization

During the 2024–2025 contract year, City-funded Legal Services & Tenant Protection programs served approximately 551 unduplicated West Hollywood community members across housing-related legal services and survivor-focused legal advocacy. Service activity reflected high-intensity engagement, with more than 5,400 hours of legal casework and advocacy delivered across programs.

Utilization patterns demonstrate sustained demand for legal intervention, particularly in areas related to housing instability, eviction risk, and survivor safety. Many community members required extended legal support rather than one-time consultation, underscoring the complexity of legal issues faced by residents and the importance of sustained advocacy.

Outcomes & Community Impact

Legal Services & Tenant Protection programs achieved strong outcomes related to housing stability, legal protection, and survivor safety. Across programs, 99 percent of community members made progress toward resolving their legal issues or increased their understanding of legal rights and options, reflecting effective legal intervention and advocacy.

Key outcomes included:

- Evictions prevented or delayed, allowing residents to remain housed or secure alternative solutions,
- Restoration or protection of critical public benefits, supporting aging in place and disability stability,
- Protective legal actions for survivors of domestic violence, sexual assault, stalking, and hate-based violence, and
- Increased legal knowledge and empowerment, enabling residents to navigate systems and avoid future legal harm.

Housing-related legal issues represented the most significant area of need across this category, reinforcing the role of legal services as a frontline homelessness prevention strategy.

Equity & Priority Populations

This service category prioritized populations disproportionately impacted by legal and housing instability, including older adults, people with disabilities, survivors of violence, LGBTQ+ individuals, immigrants, and residents with limited English proficiency.

Programs exceeded equity targets for serving BIPOC community members and provided culturally and linguistically accessible services, including Russian-language legal support and trauma-informed, LGBTQ+-affirming advocacy. Delivering services through trusted, community-based settings reduced barriers related to fear, stigma, and system complexity, expanding access to legal protections for residents who may otherwise avoid traditional legal systems.

Trends, Pressures & Challenges

Demand for legal services remains high, driven by ongoing housing affordability pressures, increased eviction risk, and complex survivor-related legal needs. Many cases require extended engagement due to court delays, immigration processing timelines, and the layered nature of housing, safety, and benefits issues.

Legal service providers must balance high-volume intake with intensive casework demands, particularly in eviction defense and survivor advocacy. These pressures highlight the importance of sustained legal capacity to prevent displacement, protect vulnerable residents, and reduce downstream reliance on emergency housing and crisis systems.

Strategic Takeaway

Legal Services & Tenant Protection are critical stabilizing investments within West Hollywood's social services system. By preventing eviction, protecting survivors, restoring benefits, and increasing legal knowledge, City-funded legal services safeguard housing stability, personal safety, and dignity for residents facing complex legal challenges. Continued investment strengthens prevention, advances equity, and reduces the long-term impacts of housing instability and legal vulnerability.

Substance Use, Harm Reduction & Recovery Services

Community Need & Role

Substance use, overdose risk, and recovery needs remain critical public health concerns in West Hollywood, particularly in the context of fentanyl prevalence, nightlife and event-based substance use, housing instability, and co-occurring behavioral health conditions. Community members experience substance use challenges across a wide spectrum of readiness, stability, and access to care, requiring a continuum of interventions rather than a single treatment model.

City-funded Substance Use, Harm Reduction & Recovery Services address this need through an integrated approach that spans harm reduction and overdose prevention, low-barrier outreach and navigation, affirming counseling and group recovery supports, long-term recovery housing, and peer-led recovery communities. Together, these services prioritize safety, engagement, and sustained connection to care, recognizing that recovery is non-linear and that different approaches are effective for different individuals at different points in time.

Aggregate Reach & Utilization

During the 2024–2025 contract year, Substance Use, Harm Reduction & Recovery Services reached thousands of West Hollywood community members through a combination of harm reduction distribution, outreach-based engagement, counseling, recovery housing, and peer-led recovery meetings.

Across the continuum, utilization included:

- Tens of thousands of harm reduction supplies distributed citywide, including fentanyl test kits, drink-spiking detection tools, naloxone doses, and safer-use supplies,
- More than 2,000 direct harm reduction engagements through outreach, nightlife safety programming, and community events,
- Over 1,100 outreach and screening contacts supporting treatment navigation and readiness,
- Hundreds of counseling sessions and recovery support groups delivered in affirming clinical settings,
- More than 1,000 peer-led recovery meetings with exceptionally high and sustained attendance, and
- Long-term recovery housing bed nights for individuals requiring intensive, extended recovery support.

Utilization patterns reflect high-volume engagement at the harm reduction and peer-support levels, paired with lower-volume, high-intensity services such as recovery housing and individualized treatment navigation.

Outcomes & Community Impact

Substance Use, Harm Reduction & Recovery Services produced meaningful outcomes related to overdose prevention, stabilization, recovery engagement, and long-term sobriety support.

Across programs:

- Harm reduction services reduced overdose risk and preventable health crises by expanding access to life-saving tools and normalizing safer-use practices,

- Outreach and navigation efforts increased awareness of treatment options and readiness for care, even when treatment was ultimately accessed through non-City funding streams,
- Counseling and recovery services demonstrated measurable improvements in anxiety, depression, and overall functioning among participants completing assessments,
- Long-term recovery housing supported sustained sobriety and housing stability for individuals requiring intensive, structured recovery environments, and
- Peer-led recovery meetings provided ongoing accountability, social connection, and relapse prevention at a scale unmatched by formal treatment alone.

Importantly, City-funded data capture only a portion of the broader treatment system, as many individuals accessed detoxification, residential treatment, or medication-assisted care through Medi-Cal or private insurance following City-supported outreach and engagement.

Equity & Priority Populations

This service category served priority populations disproportionately impacted by substance-related harm, including individuals experiencing housing instability, LGBTQ+ community members, BIPOC residents, uninsured or underinsured individuals, and those disengaged from traditional healthcare systems.

Equity strategies included low-barrier access, peer-led and culturally responsive engagement, multilingual services, LGBTQ+-affirming environments, and outreach in nontraditional settings such as nightlife venues, community events, and street-based locations. By meeting people where they are and removing requirements related to abstinence, insurance, or treatment readiness, services expanded access to populations often excluded from conventional care models.

Trends, Pressures & Challenges

Demand for substance use and harm reduction services remains elevated, driven by ongoing overdose risk, fentanyl prevalence, and the complex intersection of substance use with housing and mental health needs. A key trend across programs is high engagement without immediate transition to treatment, reflecting both readiness dynamics and the reality that many individuals access treatment through insurance-funded systems outside of City contracts.

Other pressures include limited capacity for intensive recovery housing, evolving supply availability for harm reduction tools, and the challenge of capturing downstream treatment outcomes when services are funded through external systems. Despite these constraints, programs consistently demonstrate strong engagement and system-level value as prevention and stabilization interventions.

Strategic Takeaway

Substance Use, Harm Reduction & Recovery Services are essential to protecting community health and safety in West Hollywood. By investing across the full continuum, from overdose prevention and outreach to recovery housing and peer support, the City reduces preventable harm, maintains engagement with high-risk community members, and supports pathways to recovery that are responsive to individual readiness and need. Continued investment ensures flexibility, equity, and effectiveness in addressing one of the City's most complex public health challenges.

Sexual Health & HIV Prevention Services

Community Need & Role

Sexual health and HIV prevention remain critical public health priorities in West Hollywood, a community with historically high HIV prevalence and ongoing risk of new HIV and STI transmissions. Effective prevention requires a combination of early detection, timely treatment, biomedical prevention tools, and culturally relevant education that meets community members where they are.

City-funded Sexual Health & HIV Prevention Services address these needs through a comprehensive, layered prevention strategy that includes clinic-based testing and treatment, PrEP and PEP access and care coordination, sex-positive community outreach, and street-based HIV prevention for unhoused individuals. Together, these services support early intervention, continuity of care, and sustained risk reduction while reducing stigma and barriers to access.

Aggregate Reach & Utilization

During the 2024–2025 contract year, Sexual Health & HIV Prevention Services engaged thousands of West Hollywood community members across clinical, community-based, and outreach-focused service models.

Across programs, utilization included:

- Thousands of HIV and STI tests delivered through clinics and community-based testing programs,
- Hundreds of community members receiving PrEP and PEP services, including clinical access, follow-up, and adherence support,
- Large-scale distribution of prevention supplies, including more than 280,000 condoms and lubricant packets through nightlife venues, community events, and City facilities,
- Street-based HIV prevention and engagement with unhoused individuals living with or at risk for HIV, and
- Thousands of direct community engagements through tabling, outreach, and brief educational interactions.

Utilization patterns reflect both routine preventive care and high-touch engagement for individuals facing barriers to clinic-based services, reinforcing the importance of multiple access points across the prevention continuum.

Outcomes & Community Impact

Sexual Health & HIV Prevention Services achieved strong outcomes related to early detection, treatment adherence, and sustained prevention.

Key outcomes across this service category included:

- 100% follow-up, notification, and treatment for individuals with positive HIV or STI test results across clinic-based programs,
- Successful linkage to PrEP services for individuals receiving PEP or testing positive for elevated risk,
- Re-engagement in HIV medical care for unhoused individuals through street-based outreach and care coordination,
- Measurable reductions in high-risk behaviors through ongoing education, testing, and prevention tool uptake, and
- Increased normalization of sexual health conversations, reducing stigma and supporting informed decision-making.

Collectively, these outcomes support both individual health and community-level prevention goals by reducing untreated infections and strengthening continuity of care.

Equity & Priority Populations

This service category prioritized populations disproportionately impacted by HIV and STIs, including LGBTQ+ community members, unhoused individuals, people of color, transgender and gender-nonconforming individuals, and residents with limited access to traditional healthcare systems.

Equity strategies included low- and no-cost services, culturally fluent and sex-positive outreach, peer-led engagement, multilingual access, and street-based service delivery for individuals disconnected from clinic settings. By offering prevention in both clinical and community environments, services reduced barriers related to stigma, cost, mobility, and system navigation.

Trends, Pressures & Challenges

Demand for sexual health and HIV prevention services remains steady, with ongoing need for testing, treatment, and prevention tools. Key pressures during the reporting period included temporary disruptions in County-funded free testing programs and broader funding volatility affecting prevention infrastructure.

Programs adapted by maximizing integrated testing during routine visits, expanding community-based outreach, and strengthening care coordination to maintain continuity. Persistent challenges include underreporting of demographic data and the need to sustain prevention access amid evolving community norms related to condom use and biomedical prevention.

Strategic Takeaway

Sexual Health & HIV Prevention Services are a cornerstone of West Hollywood's public health strategy. By investing in a comprehensive prevention continuum that combines clinical care, outreach-based engagement, and culturally relevant education, the City reduces new infections, strengthens treatment continuity, and advances equitable health outcomes across the community.

Workforce Development & Economic Mobility

Community Need & Role

Workforce participation and economic stability are essential to individual well-being and community resilience in West Hollywood. Residents navigating job loss, career transitions, housing instability, discrimination, or industry disruption often require targeted support to secure employment, increase income, and sustain long-term self-sufficiency. These challenges are particularly acute for youth and young adults, LGBTQ+ community members, transgender and gender-nonconforming individuals, and residents with limited access to technology or professional networks.

City-funded Workforce Development & Economic Mobility services address these needs through career training, individualized coaching, job readiness and placement support, technology access, employer engagement, and culturally responsive workforce pathways. Together, these programs support residents in securing employment, building transferable skills, and increasing economic stability while complementing the City's housing stability, aging-in-place, and poverty-reduction strategies.

Aggregate Reach & Utilization

During the 2024–2025 contract year, Workforce Development & Economic Mobility services supported approximately 175 unduplicated West Hollywood community members across general workforce, youth workforce, and transgender-specific employment programs.

Across the service category, utilization included:

- 114 adults receiving individualized career training and coaching, supported by workshops, employer engagement, and job-readiness services,
- 77 computer lab sessions providing critical access to job search technology,
- 19 recruitment events and job fairs, and 118 business engagement activities connecting employers to job seekers,
- 83 job placements through general workforce programming,
- Ongoing workforce engagement for LGBTQ+ youth, including resume development, interview preparation, vocational internships, and paid employment opportunities, and

- 54 transgender and gender-nonconforming community members receiving peer-based workforce case management, skills-building workshops, job training, and scholarships.

Utilization exceeded multiple annual performance targets, reflecting sustained demand for both individualized coaching and culturally responsive workforce supports.

Outcomes & Community Impact

Workforce Development & Economic Mobility services achieved strong employment and skill-building outcomes across diverse participant populations.

Key outcomes included:

- 73% of newly enrolled adult participants securing employment, with 83 total job placements achieved through general workforce programming,
- Early employment stability, with 51% of placed participants retaining employment for at least 90 days,
- Meaningful workforce engagement and paid employment for LGBTQ+ youth, including vocational internships and supported job placements,
- 100% employment success among participants receiving job training and placement services through transgender-specific workforce programming, and
- 88% of participants demonstrating improved job readiness and workforce skills across identity-specific programs.

Across programs, workforce success was measured not only by placement, but by skill development, confidence, retention, and progression toward long-term economic stability.

Equity & Priority Populations

This service category prioritized populations facing disproportionate barriers to employment, including LGBTQ+ youth and young adults, transgender and gender-nonconforming individuals, people of color, and residents experiencing economic insecurity or limited access to technology.

Equity strategies included affirming and trauma-informed service environments, peer-based case management, culturally responsive coaching, and targeted outreach to

populations excluded from traditional workforce systems. Programs exceeded equity targets for engagement of BIPOC participants and demonstrated strong participation among community members with non-traditional work histories.

Trends, Pressures & Challenges

Workforce programs continue to operate within a volatile labor market characterized by industry disruption, growth in freelance and gig work, and rising technology costs. Participants increasingly required support reframing transferable skills, navigating non-linear career pathways, and balancing employment with housing, education, or health needs.

Technology access emerged as a persistent pressure, with computer lab usage exceeding targets and reinforcing the importance of accessible digital resources. For youth and identity-specific populations, employment outcomes were closely tied to broader stabilization factors, requiring flexible timelines and sustained engagement.

Strategic Takeaway

Workforce Development & Economic Mobility services are critical to promoting financial stability and long-term self-sufficiency in West Hollywood. By combining individualized coaching, employer engagement, technology access, and culturally responsive workforce pathways, City-funded programs help residents secure employment, build skills, and advance economic opportunity. Continued investment strengthens employment outcomes while supporting broader housing and stability goals.

Emerging Themes & Next Steps

Based on this review, several cross-cutting themes emerged that will inform ongoing oversight and future planning. Staff will continue refining data consistency and reporting practices across service categories to support clearer system-level analysis and continued use of this framework in future reporting cycles.

The review also underscores the ongoing importance of prevention-oriented services, including food access, legal assistance, housing retention, and workforce supports, in promoting community stability. Staff will continue monitoring high-touch service areas, such as housing navigation, behavioral health, and recovery supports, to ensure capacity remains responsive to community need, while maintaining a focus on equitable access and culturally responsive outreach for priority populations.

Appendix A-1: Participating Agencies by Service Category

The following appendix identifies the City-funded agencies participating in each service category during the 2024–2025 contract year. Agencies may appear in more than one service category based on the scope of services provided.

Older Adults & Disability Services

- Disability Community Resource Center (DCRC)
 - Jewish Family Service – Comprehensive Services
 - Jewish Family Service – Nutrition
 - APLA Health
 - Los Angeles LGBT Center – Senior Services
-

Food Services & Nutrition

- Jewish Family Service – Nutrition
 - Jewish Family Service – SOVA
 - Seeds of Hope
 - Project Angel Food
-

Child Care & Early Education

- Pathways LA
-

Health, Mental Health & Wellness Services

- Being Alive
 - APLA Health
 - Planned Parenthood
 - Los Angeles LGBT Center – Sexual Health Services
 - Los Angeles LGBT Center – Mental Health Services
 - Health Care in Action
 - Maple Counseling Center
-

Housing Stability & Homelessness Response

- Ascencia
- Bet Tzedek – Eviction Defense

- Health Care in Action
 - Housing Works
 - Step Up
 - APLA – Rental Assistance
 - National Council of Jewish Women
 - Los Angeles LGBT Center – Youth Services
 - Los Angeles LGBT Center – Senior Services
-

LGBTQ+ Affirming Services & Community Supports

- TransLatin@ Coalition
 - Los Angeles LGBT Center – Youth Services
 - Los Angeles LGBT Center – Senior Services
 - Los Angeles LGBT Center – Mental Health Services
 - Los Angeles LGBT Center – Sexual Health Services
 - Los Angeles LGBT Center – WeHo Life
 - Los Angeles LGBT Center – Legal Advocacy Project for Survivors (LAPS)
 - APLA Health
 - Men’s Health Foundation
 - Being Alive
-

Legal Services & Tenant Protection

- Bet Tzedek – WeHo Project
 - Bet Tzedek – Eviction Defense
 - Los Angeles LGBT Center – Legal Advocacy and Planning Services (LAPS)
-

Substance Use, Harm Reduction & Recovery Services

- WeHo Life
 - Tarzana Treatment Centers
 - Being Alive
 - Awakening Recovery
 - West Hollywood Recovery Center
 - Los Angeles LGBT Center – Mental Health Services
-

Sexual Health & HIV Prevention Services

- Los Angeles LGBT Center – Sexual Health Services
- Men’s Health Foundation
- Planned Parenthood

- WeHo Life
 - Health Care in Action
-

Workforce Development & Economic Mobility

- JVS SoCal
- Los Angeles LGBT Center – Youth Services
- TransLatin@ Coalition



2024–2025 CONTRACT YEAR

City of West Hollywood Social Services System Snapshot

Purpose of This Attachment

This attachment provides a high-level, descriptive snapshot of City-funded social services during the 2024–2025 contract year. It draws from provider-reported data and service category narratives included in the Year-End Social Services Report and is intended to support an understanding of overall system scope, community members served, and outcome types supported by City investment.

Understanding This Snapshot

How to Read This Data

- Data reflect program-level enrollments, not unduplicated community members
- Community members may be counted more than once if they accessed multiple programs

System at a Glance

9,399

Program Enrollments

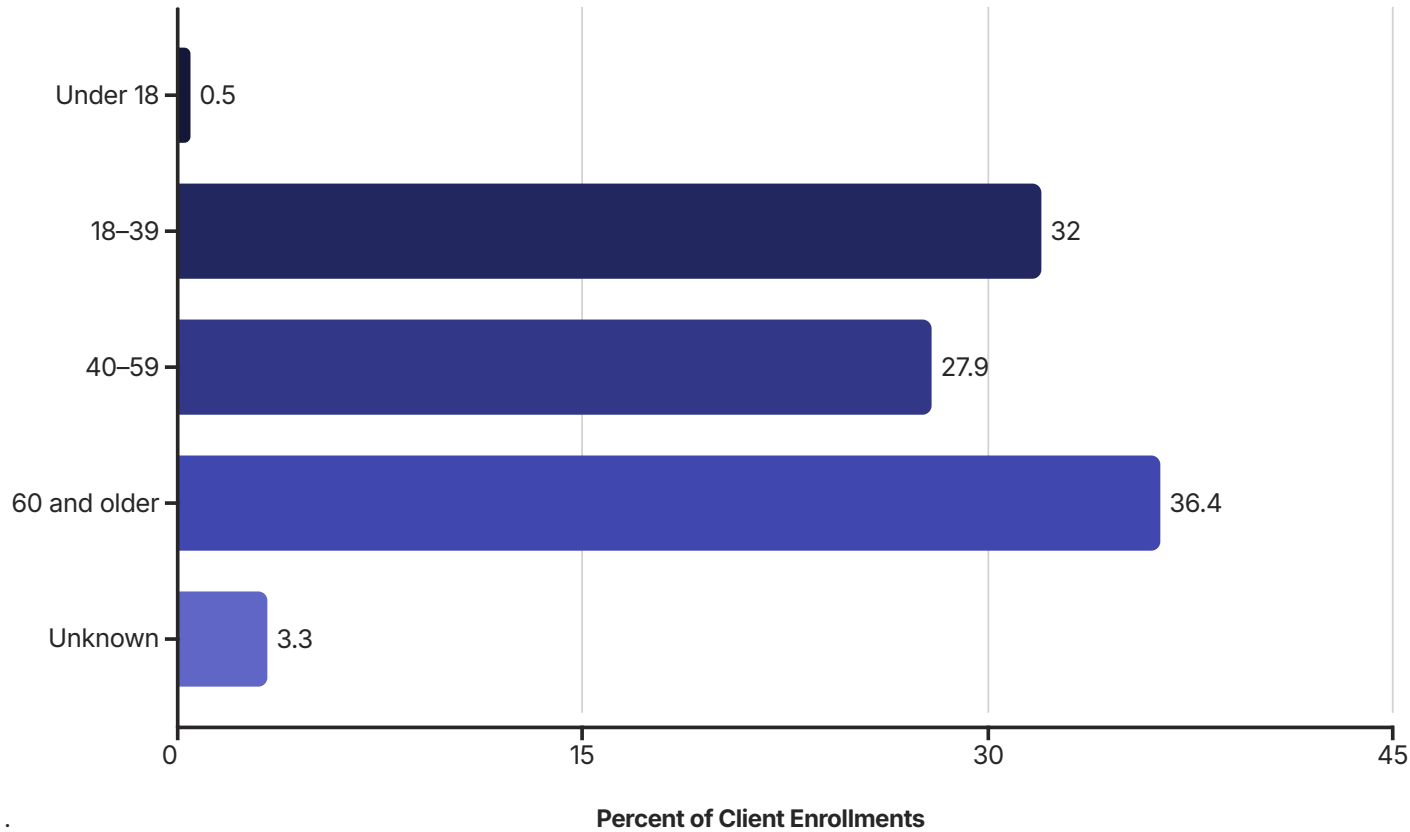
Total enrollments recorded across City-funded social services during the 2024–2025 contract year

Examples of Service Activity

Services included case management and housing stabilization, nutrition support and food distribution, health and mental health services, legal advocacy and tenant protections, outreach and wellness supports, and workforce development and employment assistance for community members.

Who Was Served: Age Distribution

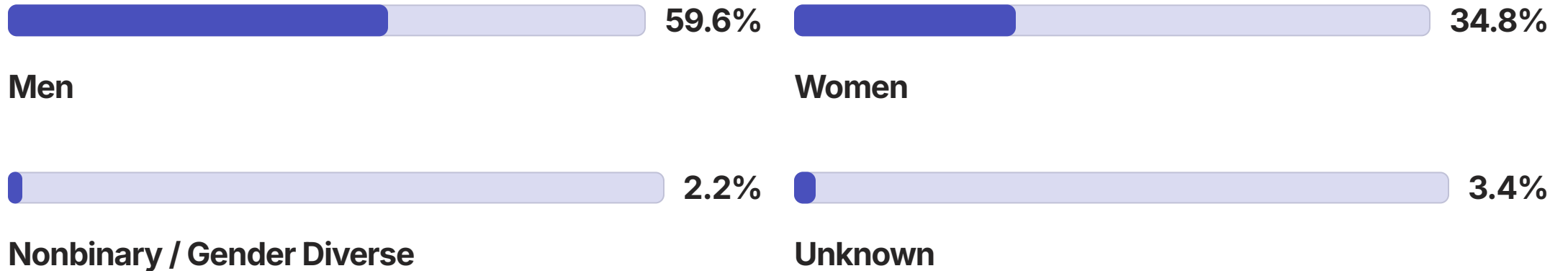
Adults of all ages accessed services, with meaningful participation from both working-age adults and older adults. Less than one percent of those who enrolled in City-funded services were under the age of 18.



Who Was Served: Gender Identity

Men accounted for roughly 60% of enrollments, with women representing about one-third; a smaller but meaningful share of clients identified as transgender or gender-diverse, underscoring the system's inclusivity.

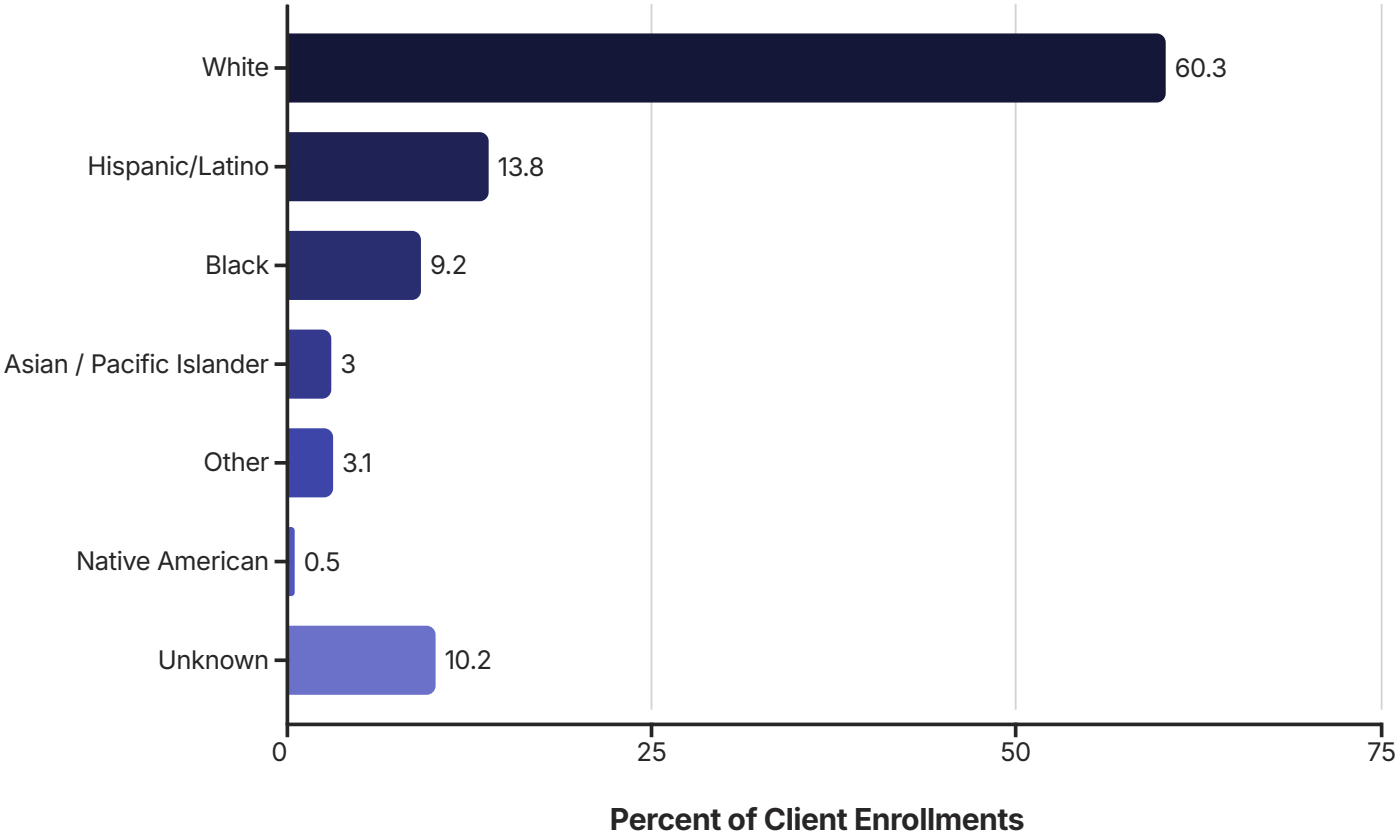
Gender Identity (Enrollments; n = 9,399)



☐ Transgender identity was reported using a separate data field and was indicated in **3.3% of program enrollments**. Individuals who identified as transgender are also included in the gender categories that reflect their gender identity.

Who Was Served: Race/Ethnicity

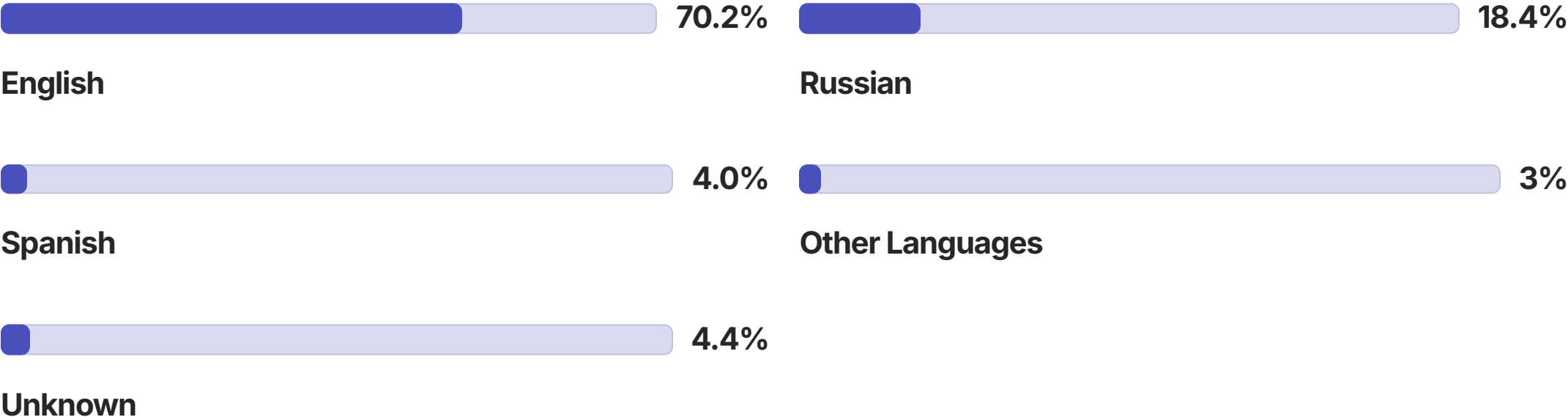
While most enrollments were among White community members, nearly 40% of enrollments were people of color, reflecting the City's investment in serving diverse communities.



Who Was Served: Primary Language

The system served a highly multilingual population, with nearly 30% of enrollments reporting a non-English primary language, most commonly Russian—highlighting the importance of culturally and linguistically responsive services.

Primary Language (Enrollments; n = 9,399)



Service Categories: System Breadth

City-funded social services support a diverse range of service categories that address distinct but interconnected needs among community members. These categories operate at different scales and levels of intensity and include both prevention-oriented and high-touch stabilization services.

Service Categories Supported

Older Adults & Disability Services

Support aging in place and housing stability for community members through case management, nutrition, home care, and independent living supports.

Food Services & Nutrition

Address food insecurity and health stabilization for community members through meal programs, fresh food distribution, and medically tailored nutrition support.

Child Care & Early Education

Support early childhood development, school readiness, and family stability for community members through community-based preschool programming.

Health, Mental Health & Wellness

Provide clinical, outreach-based, and preventive care that supports health stabilization, emotional well-being, and continuity of care for community members.

Housing Stability & Homelessness Response

Prevent homelessness, reduce its duration, and support housing stability for community members through prevention, outreach, shelter, and housing navigation.

Service Categories: System Breadth (continued)

LGBTQ+ Affirming Services & Community Supports

Provide identity-affirming access to health, mental health, legal, and community-based supports for LGBTQ+ community members across the lifespan.

Legal Services & Tenant Protection

Prevent displacement and protect safety for community members through eviction defense, benefits advocacy, and survivor-focused legal support.

Substance Use, Harm Reduction & Recovery

Reduce overdose risk and support recovery for community members through harm reduction, outreach, treatment navigation, and recovery housing.

Sexual Health & HIV Prevention

Support early detection, treatment, and prevention for community members through testing, outreach, and culturally relevant education.

Workforce Development & Economic Mobility

Promote employment, skill-building, and economic stability for community members through training, coaching, and job placement.

Outcome Types Supported by City Investment

City-funded social services support a range of outcome types that reflect the prevention-oriented and stabilization-focused intent of the system. The following outcome types represent the focus and purpose of City investment across service categories.

- **Housing stability and eviction prevention for community members**
- **Food security and nutrition access**
- **Health and mental health stabilization**
- **Safety and legal protection**
- **Independence and aging in place**
- **Overdose prevention and recovery pathways**
- **Early childhood development and family stability**
- **Employment and economic mobility**

Stability & Prevention Outcomes

- Nearly 100% of community members receiving targeted case management or housing-focused assistance through Older Adults & Disability Services remained stably housed or out of institutional settings
- 98% of surveyed community members participating in nutrition-focused older adult programs reported improved food security
- 99% of community members served through Legal Services & Tenant Protection made progress toward resolving legal issues or improving understanding of legal rights and options
- 75%+ of community members receiving home care and independent living supports maintained or improved Activities of Daily Living (ADLs)

These outcomes reflect the role of City-funded services as prevention-oriented and stabilization-focused supports that help community members avoid crisis, displacement, and institutional care.

Scale & Intensity of Service Delivery

- 64,000+ congregate, home-delivered, and supplemental meals provided to older adults and community members with disabilities
- 5,400+ hours of legal casework and advocacy delivered through Legal Services & Tenant Protection
- 623,568 servings of fresh produce distributed through City-funded food access programs (equivalent to approximately 2.5 million pounds of produce)
- 83 job placements achieved through Workforce Development & Economic Mobility services, with 73% of newly enrolled adult participants securing employment

These metrics illustrate the scale and intensity of service delivery supported by City investment.

Health, Safety & Recovery Access

- 100% follow-up, notification, and treatment coordination for community members with positive HIV or STI test results across Sexual Health & HIV Prevention Services
- 280,000+ condoms and lubricant packets distributed through nightlife venues, community events, and City facilities
- 2,000+ direct harm reduction engagements conducted through outreach, nightlife safety programming, and community events
- 1,100+ outreach and screening contacts supporting substance use treatment navigation and recovery readiness
- 1,000+ peer-led recovery meetings delivered with sustained participation across the year

These services provide low-barrier access points that support early intervention, overdose prevention, and continued engagement in care for community members facing health and recovery challenges.

Closing Context

What This Snapshot Provides

This snapshot provides a concise, descriptive overview of City-funded social services during the 2024–2025 contract year. It highlights system scope, the diversity of community members served, and the range of outcome types supported by City investment, drawing directly from service category summaries and provider-reported data.

How to Use This Information

- To understand the breadth and focus of City-funded social services
- To contextualize service delivery examples and outcome types
- To support discussion alongside detailed service category narratives included in the full Year-End Social Services Report

Important Context & Limitations

- Data reflect program-level enrollments and reported activity
- Community members may be counted more than once if they accessed multiple programs

Looking Ahead

Together, the information presented in this snapshot supports informed discussion about the scope, focus, and role of City-funded social services within the broader community safety, health, and stability framework.