CITY COUNCIL SUBCOMMITTEE ON HOMELESSNESS JANUARY 15, 2026
UNFINISHED BUSINESS

SUBJECT: **HOLLOWAY INTERIM HOUSING PROGRAM UPDATE**

PREPARED BY:

HUMAN SERVICES & RENT STABILIZATION DEPARTMENT
Christine Safriet, Director
Teree Carter, Human Services Manager
Diane Kahn Epstein, Strategic Initiatives Supervisor
Francisco Gomez, Strategic Initiatives Program Administrator

STATEMENT ON THE SUBJECT:

This report provides an update on the Holloway Interim Housing Program launch and occupancy, participant demographics, early housing outcomes, service engagement, and participant and community feedback from the first quarter of operations. This report also outlines next steps, including anticipated housing placements and forthcoming performance reporting.

RECOMMENDATION:

Receive and discuss.

BACKGROUND / ANALYSIS:

The Holloway Interim Housing Program is a 20-bed, non-congregate interim housing site serving individuals experiencing chronic homelessness in West Hollywood. Operated by Ascencia, the program prioritizes unsheltered community members with significant service needs and utilizes a Housing First approach supported by structured onsite services. Participants are referred through coordinated outreach and homeless services partners serving West Hollywood.

The program formally launched in October 2025 following several years of planning, development, community outreach, and coordination with State, County, and City partners and service providers.

Quarter 1 Program Status (October–December 2025)

Program Launch and Occupancy

- The first residents moved in on October 6, 2025.
- Full occupancy (20 participants) was reached by the end of October.
- The program has operated at or near full capacity since launch, reflecting strong demand and effective referral and intake coordination.
- To date, the program has served 24 community members, all of whom were chronically homeless and living unsheltered in West Hollywood prior to enrollment.

Exits and Housing Outcomes

- One participant has exited to permanent housing.
- Three additional permanent housing placements are anticipated by the end of February.
- One participant exited the program voluntarily due to difficulty adapting to program requirements, including security procedures, curfews, and service participation expectations.
- Two participants were involuntarily exited due to ongoing non-participation in required programming.

Early exits—both voluntary and involuntary—are anticipated in interim housing models and are monitored closely to ensure appropriate referrals and continuity of care. In cases of involuntary exits, Ascencia follows established protocols to support engagement, provides multiple opportunities to comply with program expectations, and issue appropriate notice.

For participants exiting earlier than expected, Ascencia worked to connect these individuals to alternative interim housing sites, safe-parking locations, and other available services.

Engagement and Length of Stay

- The majority of participants in the first cohort have been actively engaged in onsite services and housing planning.
- As a result, approximately 90% of participants who have reached 90 days but have not yet secured permanent housing will have their stays extended at the Holloway, consistent with program design and performance expectations.
- Seven additional eligible West Hollywood unhoused community members are currently on a waitlist for future openings at the Holloway.

Participant Demographics

High-level demographic characteristics of the initial cohort (N=24) include:

Category	Group	Percent
Age	18–44	21%
	45–61	42%
	62+	38%
Gender identity	Women	63%
	Men	38%
Trans / Cis	Transgender	21%
	Cisgender	79%
Sexual orientation	LGBTQ+	67%
	Straight / heterosexual	33%
Race / ethnicity	White	33%
	Black / African American	25%
	Hispanic / Latina / o	21%
	Multiracial	8%
	Indigenous	4%
	Middle Eastern / North African	4%
	Native Hawaiian / Pacific Islander	4%
	**Percentages may not total 100% due to rounding.*	

The demographic profile of the first cohort reflects the program's focus on serving older adults and LGBTQ+ community members who are disproportionately represented among the chronically unhoused population.

Onsite Services and Supports

Participants receive a range of onsite services designed to support stability and transitions to permanent housing, including but not limited to:

- Intensive case management and housing navigation
- Benefits enrollment and income stabilization assistance
- Behavioral health and mental health referrals
- Health care coordination
- Daily meals and basic needs support
- Life skills support and individualized service planning

Ascencia has maintained consistent onsite staffing to support operations, case management, and resident engagement throughout the first quarter.

Participant and Community Feedback

Community Feedback

No credible complaints from residential community members were reported to Ascencia, the City's Human Services Division, or the Community Safety Department during the first quarter. No significant safety incidents were reported onsite.

One local property owner has relayed concerns regarding increases in homelessness around their location. Staff from the Community Safety and Human Services & Rent Stabilization Departments and the West Hollywood Sheriff's Station discussed the concerns with the property owner, evaluated calls for service near the area, and provided appropriate resources in response.

Participant Feedback

Participant feedback during the initial quarter focused on operational items such as food options and meal timing. Ascencia implemented early adjustments in response. Ascencia will soon provide its first quarterly program report to the City including information on participant feedback, service utilization, and housing outcomes.

Next Steps

- Continue monitoring housing placements, participant engagement, and key performance metrics; and develop public-facing reporting for the program.
- Support Ascencia with operational adjustments informed by participant feedback.
- Maintain waitlist management to ensure operations at full capacity.

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

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

- OSP-5: Support People through Social Services.

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

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

EVALUATION PROCESSES:

N/A

ENVIRONMENTAL SUSTAINABILITY AND HEALTH:

N/A

COMMUNITY ENGAGEMENT:

N/A

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPT. / HUMAN SERVICES DIVISION

FISCAL IMPACT:

None at this time.

ATTACHMENT:

None.