

Homeless Initiative Data & Reporting

Homeless Concern Line — Data Overview

Quarterly Alignment Meetings | March 19, 2026

Today's Agenda

Overall HCL Data

Call volume trends, reasons for requests, and outreach outcomes — July 2025 through March 2026

Most Recent Period—Ambassador Referral Focus

Ambassador referral volume, top reasons, and outcomes for Feb 16 – Mar 15, 2026

Field Impact Stories

Six anonymized examples of service contacts and outcomes from the most recent period

4. Call Volume Trends (July 2025 – March 2026)

993

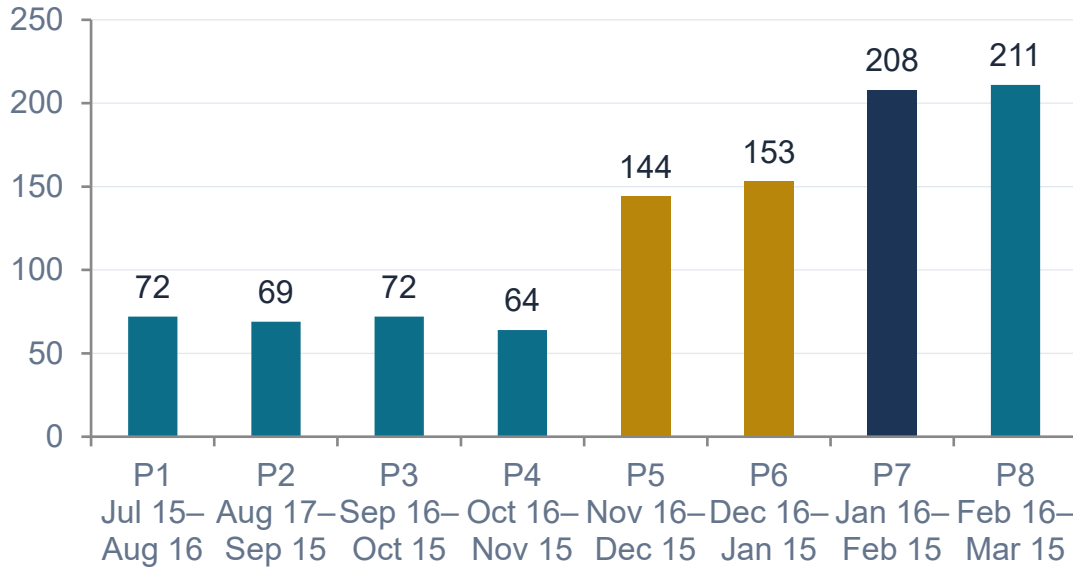
Total Requests
Jul 2025–Mar 2026

7/day

Avg Daily Requests
(Feb–Mar 2026)

3x

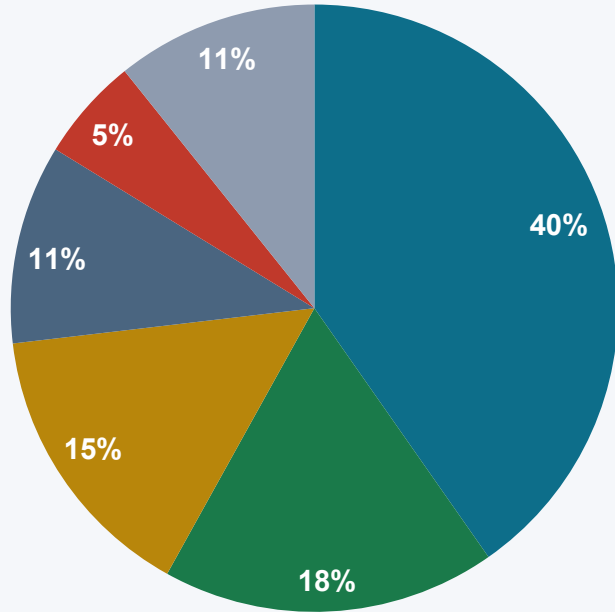
Increase Since
Nov 2025



↑ Significant increase beginning November 2025

Period	Dates	Total	Avg/Day
P1	Jul 15–Aug 16	72	2.4
P2	Aug 17–Sep 15	69	2.3
P3	Sep 16–Oct 15	72	2.4
P4	Oct 16–Nov 15	64	2.1
P5	Nov 16–Dec 15	144	4.8
P6	Dec 16–Jan 15	153	5.1
P7	Jan 16–Feb 15	208	6.9
P8	Feb 16–Mar 15	211	7.5

5. Reasons for Homeless Concern Line Requests



■ Housing/Resource ■ Medical/Health ■ Welfare/Well-being
■ Outreach/Engagement ■ Disturbance/Trespass ■ Other/Admin

70%+

Care-oriented requests

Housing/Resource + Medical + Welfare

40%

Housing & Resource needs

Largest single category (394 of 993)

18%

Medical or Health concerns

Second most common request type

15%

Welfare / Well-being checks

Checks initiated by community members

Safety Ambassador HCL Referrals | Feb 16 – Mar 15, 2026

116

Ambassador Referrals
55% of 211 total requests

42%

Accepted Services
Up from 38% prior period

20%

Unable to Locate
Down from 24% prior period

Top Reasons for Ambassador Referrals

- 41%** Housing / Resource needs
- 25%** Outreach / Engagement
- 17%** Medical / Health concerns
- 9%** Welfare / Well-being checks
- 8%** Administrative / Other

Outcomes for Ambassador Referrals

- 42%** Accepted services
- 25%** Declined services
- 20%** Unable to locate
- 13%** Unknown / not documented

↑ Acceptance rate improved +4 pts period-over-period

↓ Unable to locate rate improved -4 pts period-over-period

Outreach Response Times | Feb 16 – Mar 15, 2026

10 min

Median Response ETA
Most common single ETA

73%

of ETAs committed at
15 minutes or under

90%

of ETAs committed at
20 minutes or under

ETA Distribution

16% 1–5 minutes

34% 6–10 minutes ← largest single band

22% 11–15 minutes

16% 16–20 minutes

5% 21–30 minutes

5% 31+ minutes

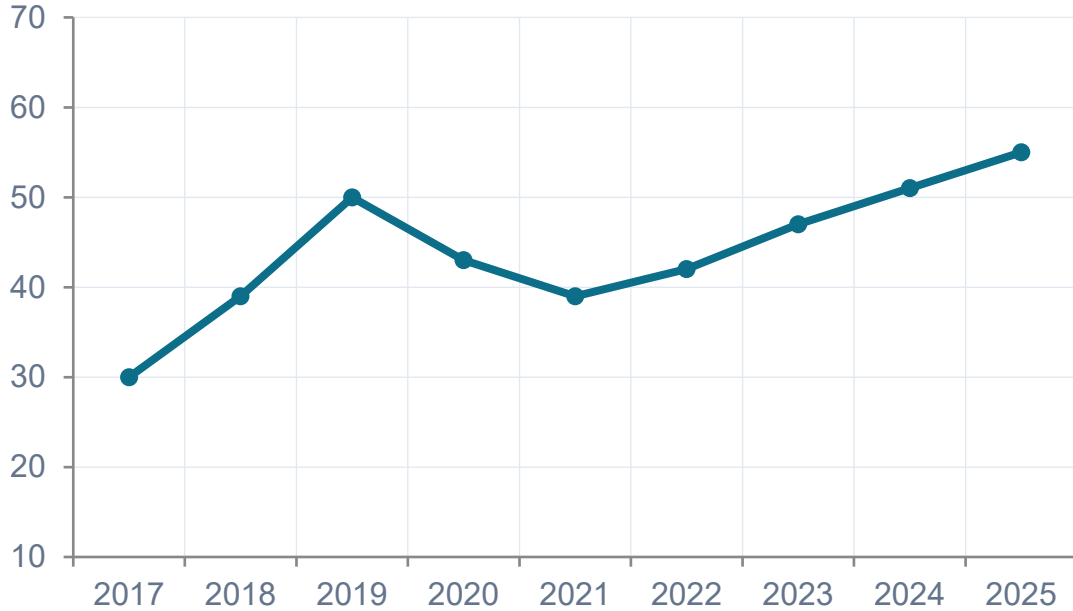
What the Data Reflects

ETAs are self-reported by outreach workers in TigerConnect at the time of dispatch.

The 9 responses over 30 minutes all occurred when workers were completing an active call or transport before pivoting to the next request — the longest (45 min) on three occasions involving a Cedars-Sinai transport.

Mean ETA: 14.3 minutes

8. Point-in-Time (PIT) Count Data



Annual Monthly Average Unsheltered Count (City of West Hollywood, 2017–2025)

2026 Update: Responsibility for locally collected PIT counts has transitioned to HIA, now conducted quarterly for a more sustainable and consistent approach.

~30

in 2017

Avg monthly count at baseline

~55

in 2025

Avg monthly count — highest on record

50+

in 2025

Monthly counts frequently exceed this level

Context: This trend mirrors broader regional patterns across LA County, driven by housing affordability, limited supply, and gaps in behavioral health services.

Homelessness Hot Spots & HCL Request Locations

City of West Hollywood
Homeless Initiative

Homelessness Hot Spots
January-December 2025

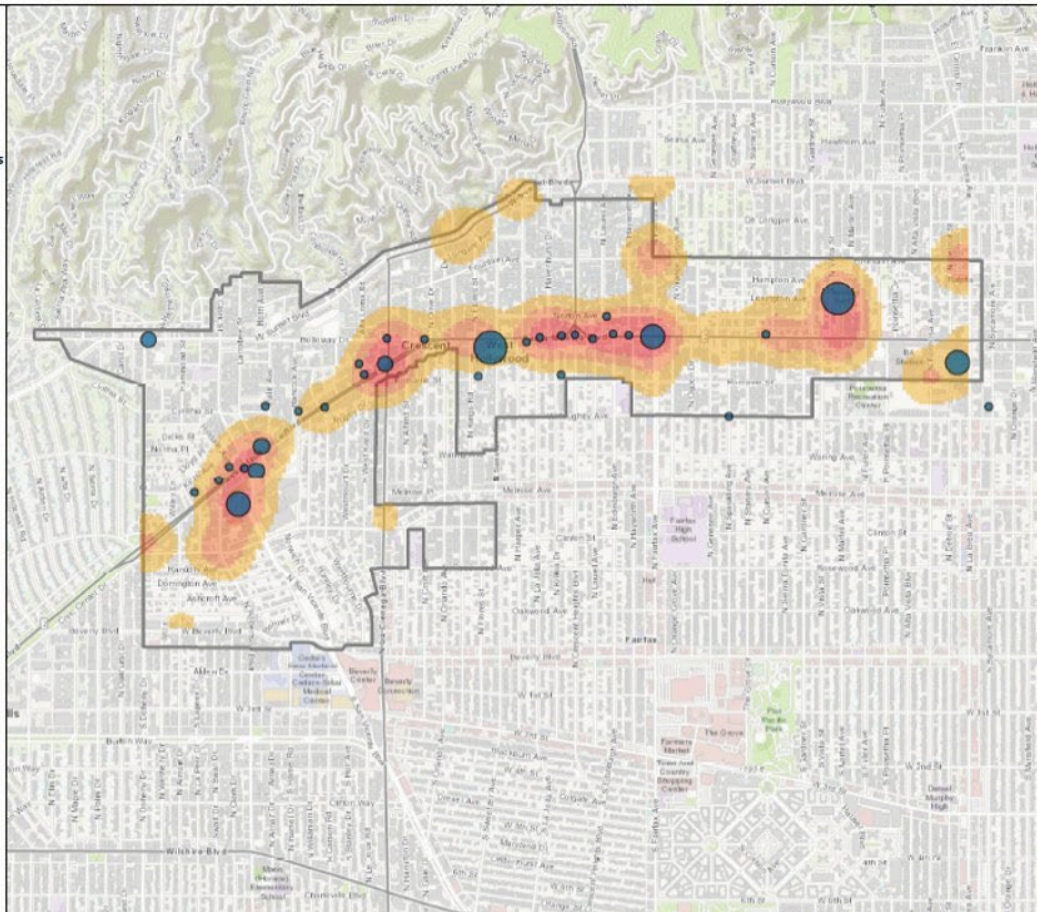
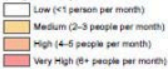
Homeless Concern Line Requests
January 16-February 15, 2026

Legend

No. of HCL Requests Jan-Feb 2026



Homelessness Intensity (Jan-Oct 2025)
(Avg. Monthly Counts, Jan-Oct 2025)



Heatmap

PIT observations
Jan-Dec 2025
(avg monthly counts)

Circles

HCL service requests
Jan 16-Mar 15, 2026
(sized by volume)

Key Finding

HCL request locations closely align with PIT hot spots — particularly along Santa Monica Blvd and the Crescent Heights corridor.

Ambassador-Initiated Contacts: Field Impact (Feb 16 – Mar 15, 2026)

Feb 23 — From Blanket Request to Recuperative Care

An Ambassador flagged an individual at La Brea/SMB requesting a blanket. The outreach worker responded, started an intake encounter, and over subsequent contacts coordinated transport to recuperative care.

Feb 27 — Detox Placement, Housing Appointment Preserved

An Ambassador reported an individual at the Hayworth 7-Eleven requesting HIA. The outreach worker learned that a housing appointment was scheduled and arranged same-day transport to SoCal Hospital for detox — also assisted with maintaining the housing pathway.

Mar 1 — Enrollment After Repeated Prior Contacts

An Ambassador found an individual sleeping on a mattress at 1006 Genesee and noted he was open to services. The outreach worker enrolled him in HIA.

Mar 8 — Declined HIA, Linked to Shelter Bed Anyway

An Ambassador flagged an individual in a wheelchair at a bus stop on SMB. They declined HIA — so the outreach worker called the Salvation Army, confirmed a bed was available, and linked them directly. A refusal of one program still produced a housing outcome.

Mar 4 — First-Contact Enrollment at Veterans Park

An Ambassador reported an individual in a wheelchair at Veterans Memorial Park requesting services. The outreach worker responded and completed a full HIA enrollment on what appeared to be a first contact.

Mar 8 — Two Enrollments from One Ambassador Referral

An Ambassador connected the Care Team with two individuals at Curson/SMB who wanted to enroll in HIA. The outreach worker responded and both accepted services — two new enrollments from a single Ambassador referral.