

# 211 California Annual Report 2024



211 California hereby files this Annual Report to the Director of the Communications Division of the California Public Utilities Commission pursuant to Decision 11-09-016, Appendix A.

## **I. Discussion of Lead Entity's Compliance with these and all other rules governing the performance of its duties:**

211 California certifies that it was in compliance with the requirements set forth for the Board of Directors under section 2.a.i - 2.a.v and 2.b.i during 2024.

### **List of Board of Directors for 2024:**

1. Shirli Driz, Acting Chair, California 211 Providers Network
2. Maribel Marin, Executive Director, 211 Los Angeles County and President, CAIRS
3. Kelly Brown, Community Information Officer, 211 Ventura County (ICFS)
4. Greg Cox, Board of Supervisors, San Diego
5. Kelly Long, Board of Supervisors - Ventura County
6. Tara Sullivan-Hames, Executive Director, Help Central Inc./Butte Glenn 211
7. Camey Christenson, Chief Business Development Officer, 211/CIE San Diego
8. Larry Olmstead, President & CEO, United Way of Northern California

### **211 CA Employees for 2024:**

1. Alana Hitchcock, Executive Director & CEO (Full-Time)
2. Linda Wingert, Sr. Director Operations & 211 Engagement (Full-Time)
3. Maria McGlothlin, Partnerships & Development (Full-Time)

## **II. Review of activities performed in the past calendar year, including but not limited to those listed below in Item 5 of these rules:**

### **A. Overseeing and monitoring the implementation of Alliance of Information and Referral Systems (AIRS) Standards, and any additional California-specific quality guidelines and performance requirements that 211 service providers develop with the Lead Entity:**

Monitored the adherence to Inform USA (formerly AIRS) Standards through tracking agency accreditations via annual communications with Inform USA on agency Accreditation and staff Certifications.

211 of LA County and 2-1-1 San Bernardino County/Inland Empire United Way renewed their accreditation in 2024. 211 San Joaquin began their accreditation process and is anticipated to be accredited in 2025.

**B. Organizing a network for coordinated, mutual assistance response when faced with a local or regional disaster or emergency that would lead 211 call centers to receive more calls than they are able to answer:**

Organized and held 211 network meetings that included coordinating mutual assistance response for local or regional disasters or emergencies:

1. January 17, 2024 Board/Network Collaborative Meeting
2. March 25, 2024 Board/Network Collaborative Meeting
3. July 31, 2024 Board/Network Collaborative Meeting
4. August 26, 2024 Special Meeting
5. August 28, 2024 Board Retreat
6. September 25, 2024 Board/Network Collaborative Meeting
7. November 14, 2024 Board/Network Collaborative Meeting
8. Monthly 211 CA Network meetings held on the third Tuesday of each month.

Also held monthly PSPS program meetings with SCE, PGE and local partner 211s where Mutual Assistance systems were tested and implemented for PSPS and can also be implemented during disasters statewide

**C. Soliciting, allocating, and managing funding for statewide 211 activities:**

Conversations continued with many stakeholders as to the future of 211 funding including CalOES, CalFIRE and the California Department of Public Health. As of 2024 211 CA continues to partner with PGE and SCE to deliver PSPS (Public Safety Power Shutoffs) programming and services that are delivered by local 211s statewide in those utility service areas. In 2024 211 CA continued partnering with 211 LA (funding received through California Dept. of Civil Rights) to implement a statewide CA vs. Hate hotline to report hate crimes and provide Care Coordination and support to callers through that process.

**D. Determining methods for assuring coverage in counties not yet served by 211:**

211 CA continued through the year to be engaged with all unserved counties and their stakeholders to educate them and assist in their future implementation as well as encourage the development of full 211 systems in those counties.

**E. Negotiating on behalf of 211 service providers with statewide and regional agencies and organizations that may be interested in contracting for services that span more than one 211 call center coverage area:**

Ongoing development and implementation of a multi-county collaboration with transportation authorities for 211 Ride, a portal that contains both the daily public transportation schedule for all public transportation services and the 211 database transportation resources like all dial-a-ride, shuttles, etc. Current Counties participating in this project include Riverside, San Bernardino, Los Angeles, Orange, and Contra Costa Counties. 211 CA renegotiated with SCE and PGE to extend our contract to deliver PSPS programming

in their territories and the contracts with both utilities now include All Hazards preparation, response and recovery reimbursement.

**F. Providing oversight and management to those statewide and regional contracts that are established:**

211 CA provided fiscal management and administration of the PGE, SCE and CA vs. Hate contracts.

**G. Collecting, analyzing and reporting data regarding call volume and outcomes, contract monitoring, staff training, quality control, gap analysis, and other areas as mutually agreed:**

211 CA produced data reports on problem needs, and 2-1-1 calls/texts/emails handled annually by each 211 state-wide entity and overall. 211 also reported on PSPS and CA vs. Hate data to respective funders. 211 representatives visited multiple call centers to understand their training, quality standards, and challenges. Through 211 CA, individual 211 systems were able to share and receive input/feedback on efficiencies.

1. 211 PGE PSPS Site Visit at 211 Butte/Glenn (Help Central, Inc) April 1, 2024
2. 211 SCE PSPS Site Visit at 211 LA - October 28, 2024
3. 211 SCE PSPS Site Visit at 211 Orange County - November 7, 2024

**H. Setting up a redundant statewide telecommunications systems through the 211 Emergency Network operating in California:**

As part of the SCE and PGE PSPS contracts, network wide emergency mutual assistance systems and processes were developed and tested with participating local 211s.

**I. Because Emergency Response and Recovery Only 211 services are complementary to first responder and other emergency services, coordination is primarily focused around procurement and/or verification of information that needs to be communicated to impacted residents and the general public. In addition to receiving California Emergency Management Agency incident reports, a Lead Entity will work to get placed on the alert notification systems or web based emergency operations center (Web EOC) management databases of local emergency management agencies in unserved areas. A Lead Entity will communicate with these local emergency management agencies to inform them in the event of a disaster, the statewide 211 network has been activated so that they can alert and inform the public about 211 service availability.**

Coordinated with EOCs from multiple counties, utility companies and local 211s regarding various PSPS events, fire, weather, disaster and other public health related events.

**J. Perform call analysis and assess effectiveness and penetration of disaster related information within county or locality served:**

As part of the PSPS contract, 211 partnered with Interface Children and Family Services



(ICFS) to build online data dashboards for PSPS preparation and response. These data dashboards also include disaster call data for 20+ CA counties.

**K. Act as liaison with governmental, non-governmental, and voluntary organizations that 211 service providers work with during both normal periods and emergencies:**

Acted as a liaison with organizations such as California State Association of Counties, California State Sheriffs Association, Rural Counties Representative of California, CalFire, United Way WorldWide, United Ways of CA, Salvation Army and others. Provided advocacy and consultation to multiple state and locally elected officials.

**L. Ensure that the public is aware of 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:**

Presented multiple times to local elected and appointed officials in an effort to educate the public to use the 211 system during an emergency in lieu of offering multiple ten-digit numbers. Participating in post-emergency debriefs with multiple counties on their use of the 211 networks. As part of the PSPS contracts with PGE and SCE, marketing and outreach was conducted in the utility service coverage territories via texts, flyers, emails, social media posts and other methods to educate and inform on 211 services and on how to plan and prepare for Public Safety Power Shutoffs, wildfires and other disasters.

**M. In order to ensure the provision of the 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:**

During each disaster, the 211 CA network was fully activated to assist in the handling of overflow call and texting services.

**N. Develop an infrastructure and trained staff familiar with the populations that will be served by 211 during both normal periods and emergencies:**

Open communication via email updates and network calls amongst 211 CA network members to ensure all stakeholders and other call centers assisting were fully informed.

**III. Within 60 days of the end of a declared emergency, a Lead Entity must electronically serve any reports issued to other agencies by it and its members regarding a specific declared emergency, to the Director of Communications Division and its successor divisions.**

Received after action reports were properly served to the CPUC and are attached herein.

Arthur F. Turner Community Library

# Yolo County Cooling Spaces Needs and Referrals Jun 28 - Jul 7, 2024

2.1.1

Yolo County

4

Mary L. Stephens - Davis Branch Library

2

West Sacramento Community Center

2

Woodland - Woodland Public Library

2

Davis - Veterans Memorial Center

1

Esparto Regional Branch Library

1

South Davis Montgomery Libr...

1

Yolo Branch Library

1

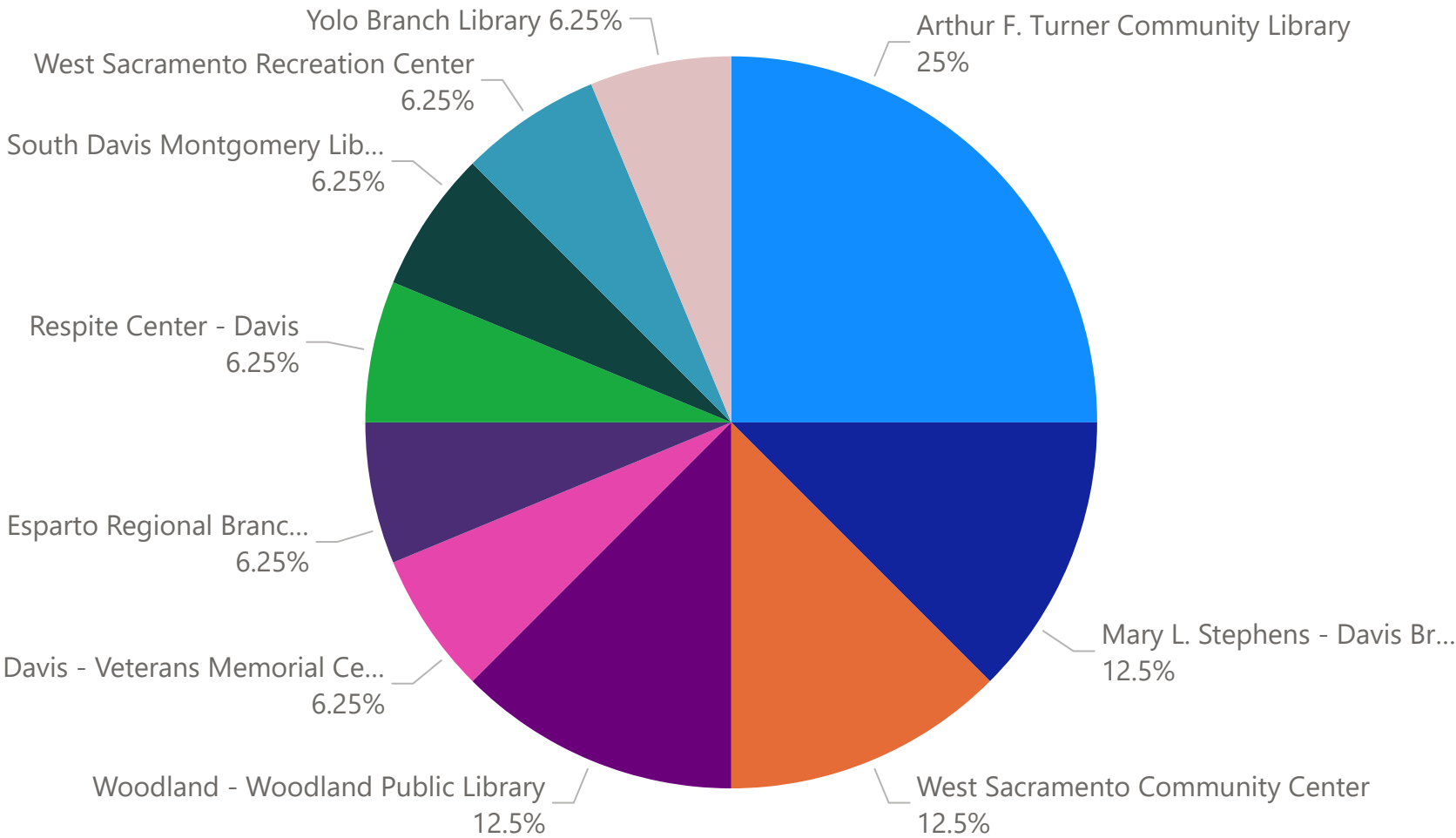
Respite Center - Davis

1

West Sacramento Recreation ...

1

Referrals Made



Severe Weather Site	Count
Arthur F. Turner Community Library	4
Mary L. Stephens - Davis Branch Library	2
West Sacramento Community Center	2
Woodland - Woodland Public Library	2
Davis - Veterans Memorial Center	1
Esparto Regional Branch Library	1
Respite Center - Davis	1
South Davis Montgomery Library	1
West Sacramento Recreation Center	1
Yolo Branch Library	1
Total	16

14

Unique Calls

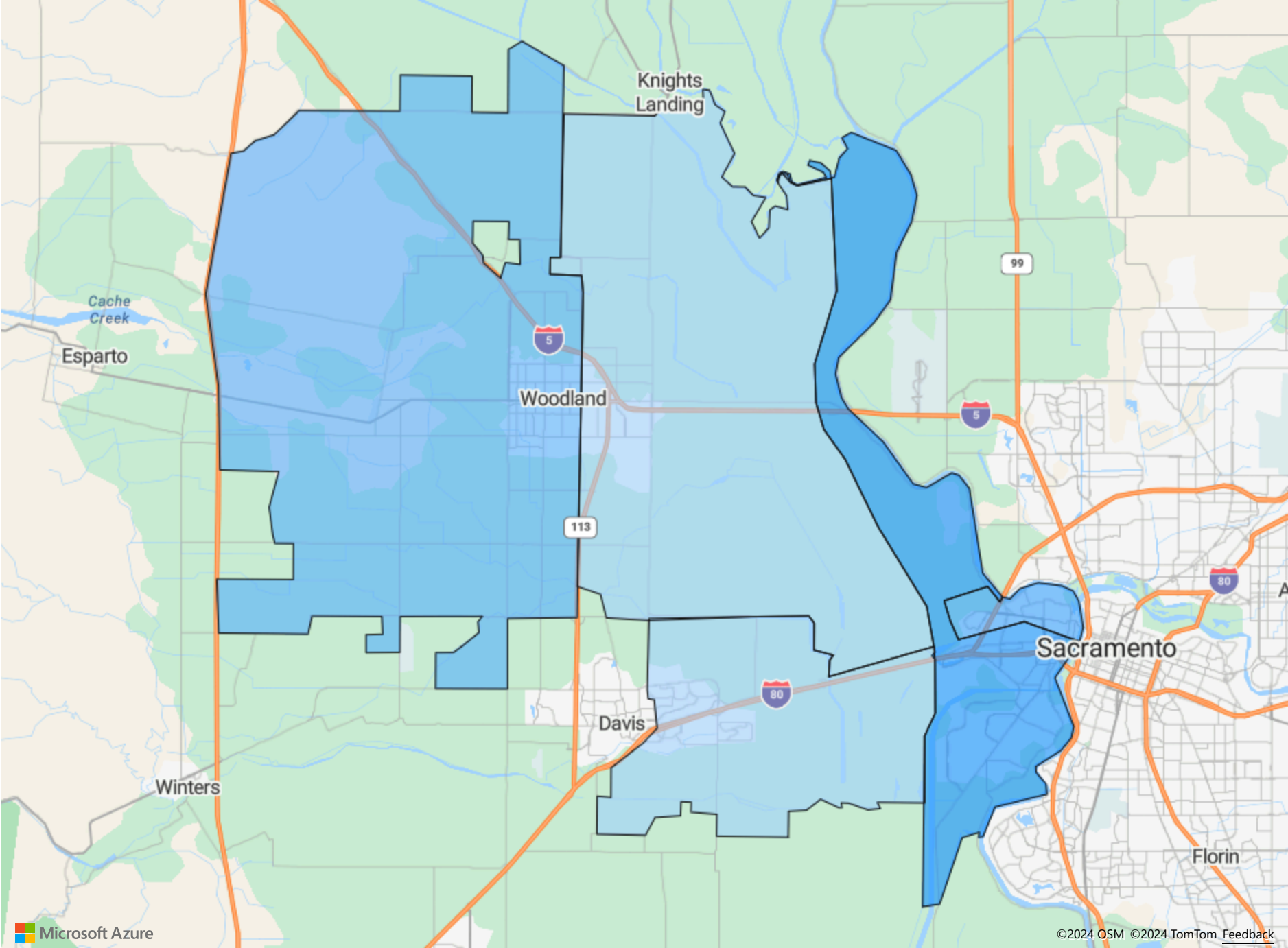
17

Expressed Need

16

Referrals Made

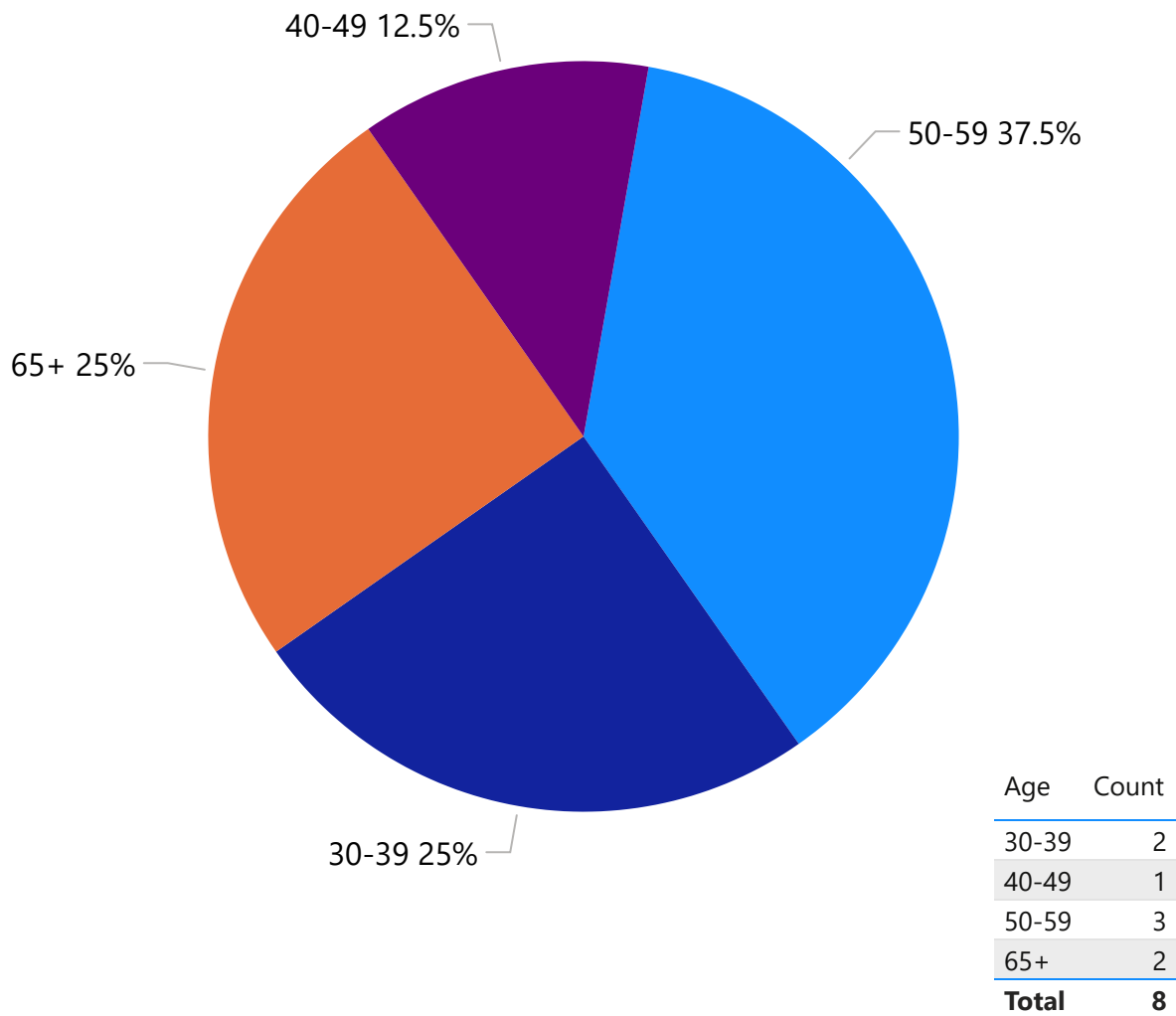
PostalCode



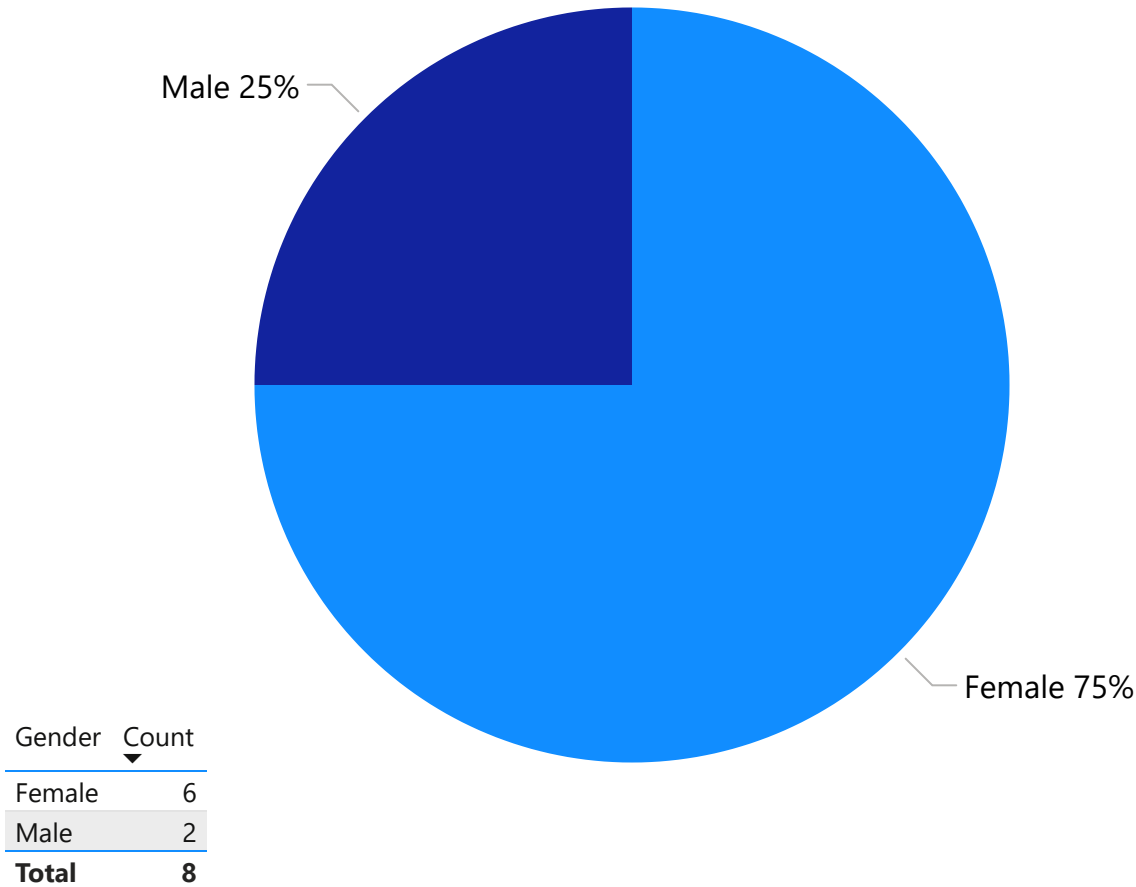
PostalCode	Count
95605	3
95691	3
95695	3
95618	1
95776	1

14  
Unique Calls

Caller Age

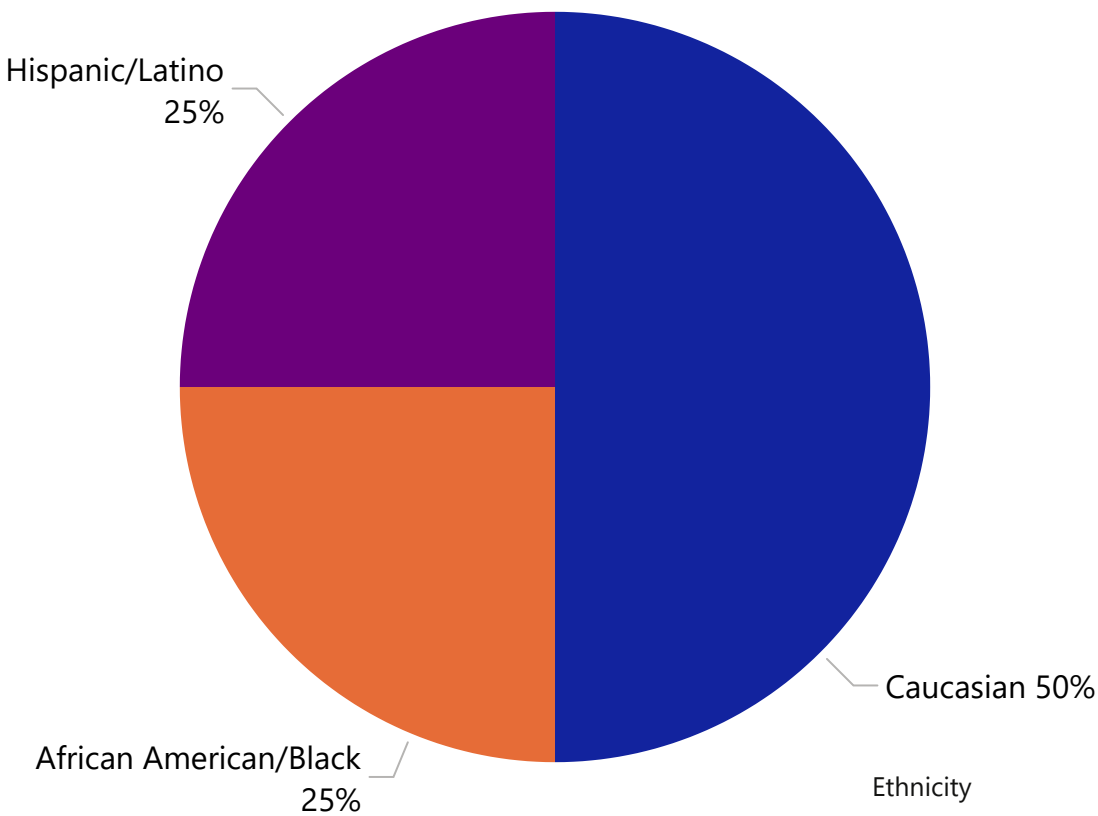


Caller Gender

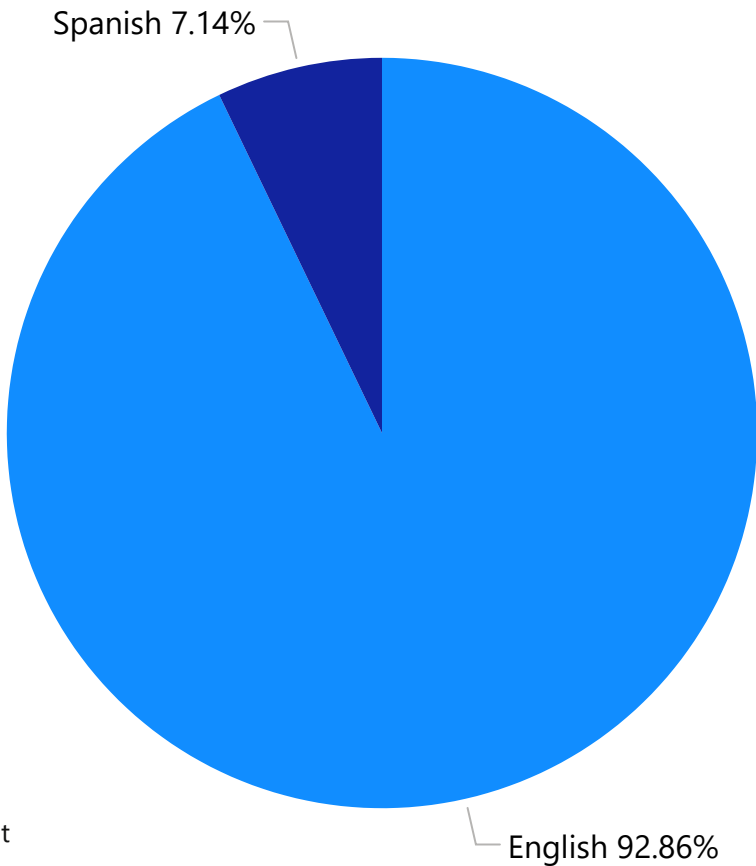




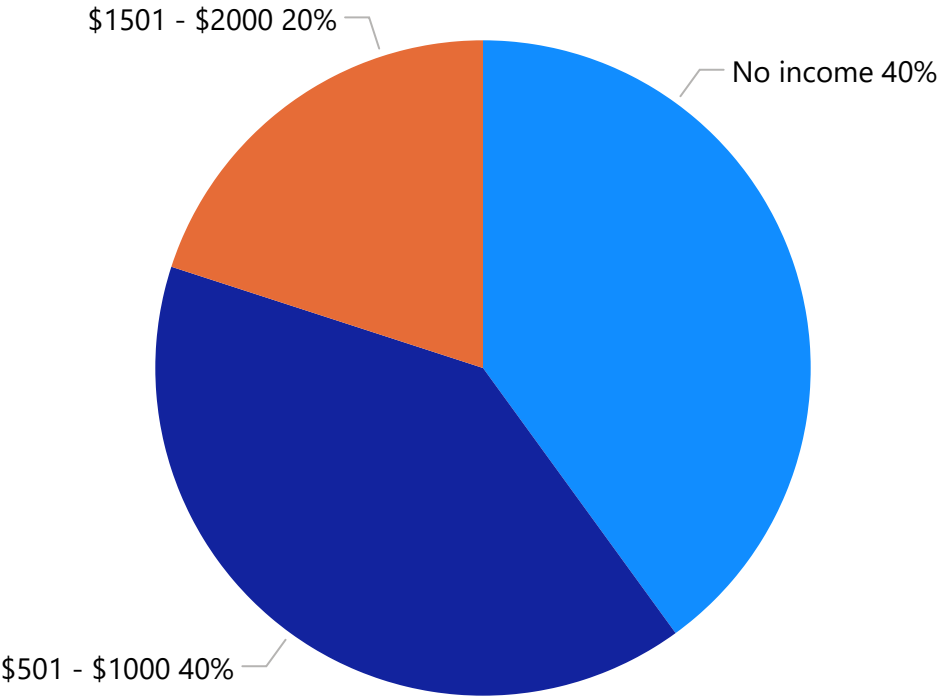
Caller Ethnicity/Race



Caller Language

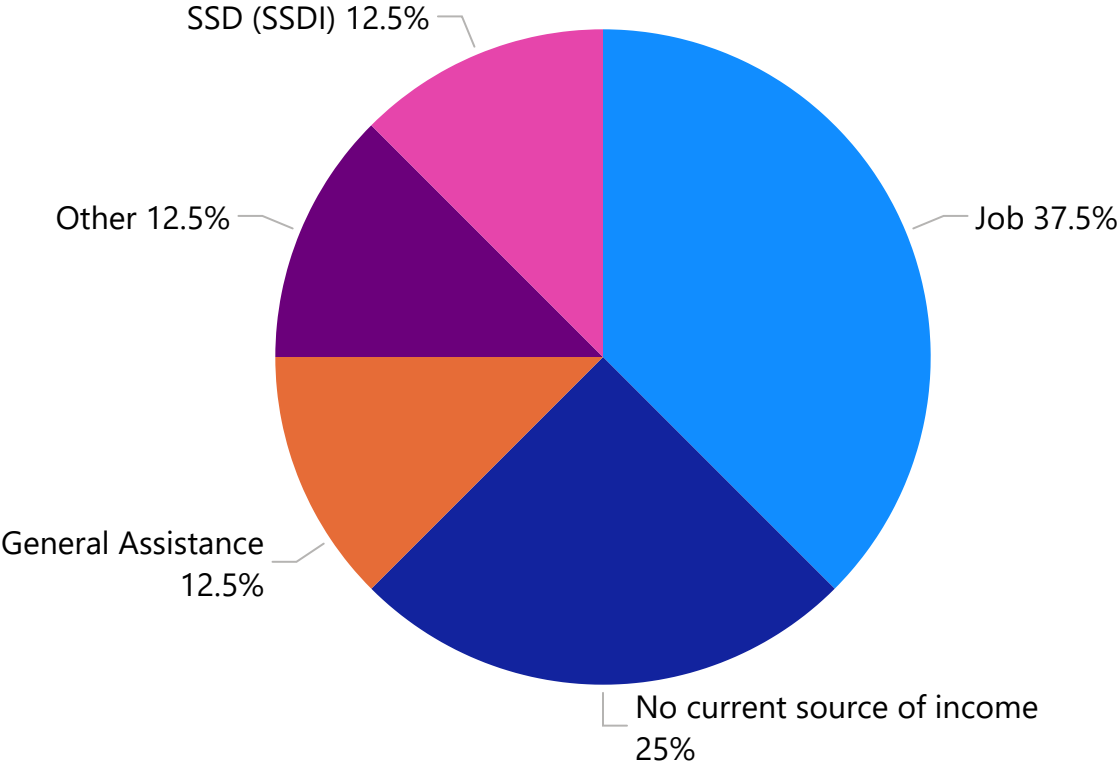


Caller Approximate Gross Monthly Income



Approximate Gross Monthly Income	Count
No income	2
\$501 - \$1000	2
\$1501 - \$2000	1
Total	5

Caller Main Source of Income



Main Source of Income	Count
Job	3
No current source of income	2
General Assistance	1
Other	1
SSD (SSDI)	1
Total	8



## 211 Orange County Emergency Operations

2-1-1 | [disaster@211oc.org](mailto:disaster@211oc.org)

### Summary Report

**REPORT NO:** 1

**DATE AND TIME:** Monday October 21, 2024

**EVENT/INCIDENT NAME:** PSPS Activation

**ACTIVATION STATUS:** 211OC activated to a normal level as of September 18<sup>th</sup>, 2024 in support of the SCE PSPS Event. Due to the improved weather 211OC deactivated as of Saturday September 19<sup>th</sup> as of 3pm.

#### **CURRENT SITUATION:**

Number of total contacts handled for disaster	Outbound calls to 26 residents in affected zip codes  The number of CC Clients reached throughout the whole event. We had only 5 in the scope and 1 of them did mention they already had a back up battery from the last event.
Type of information clients are asking for	N/A
Webpage Views (Incident info and resources)	N/A
Number of Social Media reach across all platforms	N/A
Relevant Notes	N/A

#### **Incident Summary:**

PSPS Warning was activated on 10/18 at 6:00 am – 10/19 ending at 3 pm after receiving an email from Southern California Edison.

The affected areas include portions of the following zip codes:

92821- Brea, 92822-Orange, 92870-Placentia, 92679 RSM, 92679 Sliverado, 32678 Trabuco Canyon, 92678 -Yorba Linda, 92885- Yorba Linda, 92886- Yorba Linda.

**Coordination:**

211OC attended all scheduled CBO and County Coordination briefings.

**Contact Center & Operations:**

We added our Care Coordinator as an additional resource on Sunday and got key resource information out via social media. Outbound calls were made to 36 residents who opted into care coordination in the affected zip code areas. Of those 1 was in a PSPS area and had no immediate needs.

**Resources:**

211OC Resource Team built out a PSPS Event information page for the Contact Center and PSPS Coordinator, Diana Casillas to refer to. Resources provided through the information page were Uber transportation, Uber food vouchers and motel vouchers, hotel discounts, In event battery program, and Community Resource Centers/Vehicles.

**Communications:**

1 Social Media posts were created and posted to 211OC's social media platforms with affected cities listed.

**Volunteers:**

No additional volunteers were needed.

**Identified Needs:**

0 zero needs identified this past activation.

**Outreach & Marketing:**



## 211 Orange County Emergency Operations

2-1-1 | [disaster@211oc.org](mailto:disaster@211oc.org)

### Summary Report

**REPORT NO:** 1

**DATE AND TIME:** Tuesday, October 1<sup>st</sup>, 2024 at 10:30 am

**EVENT/INCIDENT NAME:** Trabuco Canyon Airport Fire

**ACTIVATION STATUS:** 211OC is activated to a normal level as of September 9<sup>th</sup> 2024 - October 1<sup>st</sup>, 2024, in support of the Trabuco Canyon Airport Fire Incident.

#### **CURRENT SITUATION:**

Number of total contacts handled for disaster	16
Type of information clients are asking for	
Webpage Views (Incident info and resources)	
Number of Social Media reach across all platforms	Instagram: 136 likes and 32 shares; Facebook: 392 views, 11 shares; LinkedIn: 29; Total reach on X: 1090 views, 8 shares
Relevant Notes	N/A

#### **Incident Summary:**

Trabuco Canyon Airport Fire was activated on 9/9 at 3:58 pm after receiving an email from EOC Liaison.

#### **Coordination:**

211OC activated our response in WebEOC at a “normal” level on 9/9 at 3:58 pm.

#### **Contact Center & Operations:**

An information & resources page was created for referrals through the contact center. 16 contacts were handled with storm-related information and referrals through the 211OC contact center as of 10/01 at 10:30am. 0.97 OT hours were taken over the weekend to add updated resource information to the database. No additional staff were needed to be added to handle the contact volume. We remain at a normal response level.

#### **Outreach & Marketing:**

A link to Tropical Storm Hilary information and resources was added to the homepage of 211oc.org with this information:



([https://na0.icarol.com/secure/Resources/ResourceView2.aspx?ResourceAgencyNum=91383258&sp=CA&county=Orange&cmt=&geofilter=near&country=United%20States&s=DQ\\_Trabuco%20Canyon%20Airp\\_or\\_t%20Fire%209\\_HYP\\_9\\_HYP\\_24\\_DQ\\_&st=1&Search=DQ\\_Trabuco+Canyon+Airp\\_or\\_t+Fire+9\\_HYP\\_9\\_HYP\\_24\\_DQ\\_](https://na0.icarol.com/secure/Resources/ResourceView2.aspx?ResourceAgencyNum=91383258&sp=CA&county=Orange&cmt=&geofilter=near&country=United%20States&s=DQ_Trabuco%20Canyon%20Airp_or_t%20Fire%209_HYP_9_HYP_24_DQ_&st=1&Search=DQ_Trabuco+Canyon+Airp_or_t+Fire+9_HYP_9_HYP_24_DQ_)).

We also posted safety and resource information to 211OC's social media outlets. Total reach on Instagram: 136 likes and 32 shares. Total reach on Facebook: 392 views, 11 shares. Total reach on LinkedIn: 29. Total reach on X: 1090 views, 8 shares.

**Volunteers:**

No additional volunteers were needed.

**December 06, 2024,**

**After Action Report: AWSP Activation November 14, 2024- December 03, 2024**

In response to inclement weather affecting the Los Angeles area, 211 LA was activated by LAHSA through the Augmented Winter Shelter Program (AWSP) to assist unhoused individuals with connection to available congregate shelter beds, motel vouchers, and transportation when needed.

**Activation Information and Timeline**

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- On 11/14/2024, at 9:40AM, LAHSA sent written notification to 211 LA that the County was activating AWSP in SPA 1 from 11/14/2024 - 11/19/2024 and allocated 30 County motel vouchers to distribute.
- On 11/19/2024, at 8:00AM, LAHSA verbally communicated that the County wanted to extend the vouchers through 11/22/2024.
- LAHSA indicated 211 LA was only to extend participants who did not have an interim housing match and that 211 would receive a list of participants eligible for extension.
- 211 LA did not receive a list of eligible participants prior to the 11:00 AM check out time on 11/19/2024. Participants exited the motels.
- On 11/20/2024 at 4:25 PM, LAHSA sent 211 LA written confirmation that the County was extending all 30 motel vouchers through 11/22/2024.
- Since notification of an extension was received by 211 LA 29 hours after the participants' check-out time, LAHSA requested that 211 LA attempt to contact and re-voucher the 30 participants who exited the motels.
- On 11/20/2024 at 4:30 PM, 211 LA conducted outreach to these 30 participants via phone and SMS text blast. 211 LA successfully reached 17 of the 30 participants and provided extensions and transportation back to the motels.
- 211 LA could not reach 13 of the 30 participants and was authorized to fill these slots on a first-come, first serve basis with new participants.
- On 11/22/2024, at 6:20 PM, LAHSA notified 211 LA via email that the County had issued an additional extension on the 30 vouchers issued in SPA 1 from 11/22/2024 through 12/03/2024.
- On 11/22/2024, the County also activated AWSP in the following SPAs: SPA 2- Santa Clarita Valley, SPA 3- San Gabriel Valley, SPA 5- West Los Angeles – County areas, SPA 6- South Los Angeles – County areas, SPA 7- East Los Angeles, and SPA 8- County Areas.

- LAHSA allocated an additional 30 County vouchers in these SPAs with a period of Activation from Friday, 11/22/2024, to Monday, 12/02/2024, with check-out on Tuesday, 12/03/2024.
- On 11/25/2024 at 3:11 PM, LAHSA notified 211 LA that the City would like to activate AWSP in the following City's areas: SPA 2- San Fernando Valley – LA City areas, SPA 4- Metro, SPA 5- West Los Angeles – LA City areas, SPA 6- South Los Angeles, and SPA 8 and allocated 50 City motel vouchers for 211 LA to distribute.
- On 12/03/2024, 211 LA supported demobilization efforts at the motels.
- 211 LA collaborated with LAHSA to provide transportation services to participants with scheduled interim housing intakes and supported participants with returning to their communities of origin when requested.

### Activation Data

Due to the high volume of calls from individuals experiencing homelessness during this inclement weather, we anticipated longer than usual wait times. As a result of 211 LA's contracts changing from the beginning of the Winter Season to now, 211 LA had 10 staff available to handle the 24/7 hotline during this period of activation. 211 LA has received additional funding from LAHSA and is in the process of onboarding and training 10 additional call-handling staff for the season, who will be ready to start handling calls on 12/16/2024. 211 LA will have a total of 20 staff to handle the 24/7 hotline beginning on 12/16/2024.

The phone system is utilized to tell people that wait times are high, provides information about congregate shelter availability and motel vouchers, and provides an opportunity to opt in for a call back when they are next in the queue. Callers are also informed that the 211 LA website [www.211la.org](http://www.211la.org) has up-to-date shelter information for self-referral options.

This After Action Report summarizes the work performed by 211 LA in connection with the 11/14/2023-12/03/2024 activation. 211 LA looks forward to continued collaboration with LAHSA, the County of Los Angeles, and the City of Los Angeles.

Contact Volume 11/14/2024- 12/03/2024					
Date	Calls Offered	Calls Handled	Abandonment Rate	Average Wait Time	Average Handle Time
11/14/2024	409	222	45.72%	14:24	11:27
11/15/2024	770	437	43.25%	17:49	07:33
11/16/2024	550	160	70.91%	52:34	07:16
11/17/2024	433	284	34.41%	09:49	05:41



11/18/2024	739	532	29.01%	06:35	05:21
11/19/2024	720	394	45.28%	15:22	04:50
11/20/2024	695	350	49.64%	18:50	06:37
11/21/2024	611	343	43.86%	15:27	06:54
11/22/2024	739	558	24.49%	06:18	05:56
11/23/2024	576	289	49.83%	21:03	05:43
11/24/2024	410	329	19.76%	04:34	05:21
11/25/2024	791	479	39.44%	14:01	07:07
11/26/2024	861	263	69.45%	36:03	07:47
11/27/2024	555	422	23.96%	06:14	04:33
11/28/2024	277	211	23.83%	04:32	03:21
11/29/2024	437	405	07.32%	02:03	04:00
11/30/2024	355	167	52.96%	18:22	02:54
12/01/2024	321	294	08.41%	1:26	04:10
12/02/2024	680	577	15.15%	02:43	04:06
12/03/2024	738	389	47.29%	22:24	03:54
<b>Totals</b>	<b>11,667</b>	<b>7,105</b>	<b>39.1%</b>	<b>14:35</b>	<b>5:51</b>

Vouchers Issued 11/14/2024- 12/03/2024					
Date	City Vouchers Issued	Estimated City Expenditure	County Voucher s Issued	Estimated County Expenditure	Total Estimated Motel Expenditure
11/14/2024	0	0	13	\$6,155	\$6,155
11/15/2024	0	0	10	\$4,455	\$4,455
11/16/2024	0	0	7	\$2,195	\$2,195
11/17/2024	0	0	0	0	0
11/18/2024	0	0	0	0	0

Vouchers Issued 11/14/2024- 12/03/2024					
11/19/2024	0	0	0	0	0
11/20/2024	0	0	0	\$2,685	\$2,685
11/21/2024	0	0	6	\$3,585	\$3,585
11/22/2024	0	0	23	\$31,890.55	\$31,890.55
11/23/2024	0	0	4	\$5,350	\$5,350
11/24/2024	0	0	4	\$4,545	\$4,545
11/25/2024	32	\$28,021.00	2	\$3,120	\$31,141.00
11/26/2024	18	\$11,991.00	4	\$16,710	\$28,701.00
11/27/2024	0	0	0	0	0
11/28/2024	0	0	0	0	0
11/29/2024	0	0	0	0	0
11/30/2024	0	0	0	0	0
12/01/2024	0	0	0	0	0
12/02/2024	0	0	0	0	0
12/03/2024	0	0	0	0	0
<b>Preliminary Totals</b>	<b>50</b>	<b>\$40,012.00</b>	<b>73</b>	<b>\$80,691</b>	<b>\$120,703</b>

Vouchers Allocated and Issued		
	Allocated	Issued
City	50	50
County	60	73
Totals	110	123

Number of Individuals Vouchered by SPA 11/14/2024- 12/03/2024			
SPA	City	County	Total # of Vouchers
1	0	45	45
2	15	3	18
3	0	8	8
4	15	0	15
5	3	4	7
6	17	5	22
7	0	3	3
8	0	5	5
Totals	50	73	123

The above tables show 73 vouchers issued to County-eligible participants. While the County only allocated a total of 60 motel vouchers, the 73 vouchers issued reflect the 13 participants who 211 LA could not reach to extend their vouchers after they exited the motels due to late extension notification. Those 13 vouchers were re-issued on a first come, first serve basis in order to utilize all slots through the check-out date of 12/03/24.

Reservations Made for Congregate Winter Shelters Beds	
Date	Reservations Made
11/14/2024	5
11/15/2024	4
11/16/2024	0
11/17/2024	0
11/18/2024	0
11/19/2024	0
11/20/2024	2
11/21/2024	0
11/22/2024	1

11/23/2024	0
11/24/2024	0
11/25/2024	2
11/26/2024	2
11/27/2024	0
11/28/2024	0
11/29/2024	0
11/30/2024	0
12/01/2024	0
12/02/2024	1
12/03/2024	0
<b>Total</b>	<b>17</b>

LAHSA currently has 5 Winter Shelter Providers across SPAs 1,6, and 7, with a total of 217 contracted beds available. Winter Shelter space is extremely limited. LAHSA holds Daily Operational Briefing and Tactics Huddles at 8:00 AM and at 1:00 PM, where providers report the number of vacancies at their sites. As vacancies have been few, very few reservations to congregate shelters were made during this activation.

Transportation Services Provided 11/14/2024- 12/03/2024				
Date	Transportation to Winter Shelters	Transportation to Motel Placement	Transportation Requests from LAHSA/ Outreach	Total Rides
11/14/2024	5	7	0	12
11/15/2024	1	17	0	18
11/16/2024	3	4	0	7
11/17/2024	0	0	0	0
11/18/2024	0	0	0	0
11/19/2024	0	6	0	6
11/20/2024	5	3	0	8

11/21/2024	0	2	0	2
11/22/2024	1	8	0	9
11/23/2024	0	11	0	11
11/24/2024	0	2	0	2
11/25/2024	1	13	0	14
11/26/2024	0	21	0	21
11/27/2024	1	0	0	1
11/28/2024	0	0	0	0
11/29/2024	0	0	0	0
11/30/2024	0	0	0	0
12/01/2024	0	0	0	0
12/02/2024	0	0	0	0
12/03/2024	0	13	1	14
<b>Totals</b>	<b>17</b>	<b>107</b>	<b>1</b>	<b>125</b>

Estimated Transportation Costs	
City	\$2,627.24
County	\$5,023.96
<b>Totals</b>	<b>\$7,651.20</b>

Capacity for Individuals at Motels by SPA		
SPA	# of Contracted AWSP Motels	# of Rooms On Site
1	4	76
2	5	394
3	6	216
4	1	35

5	1	50
6	5	237
7	6	214
8	6	317
<b>Totals</b>		<b>1539</b>

211 LA has agreements with 34 motels, representing 1,539 rooms for individuals throughout the Los Angeles City and County areas. Note that the number of total rooms available in real-time varies based on daily motel occupancy. Rooms are still available but not held for 211 clients.

All participant data has been entered directly into the Homeless Management Information System (HMIS), including enrollment into the appropriate motel voucher and transportation programs, and all associated services and expenses have been entered.

**For questions or additional information, please contact:**

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